



**Michigan Emergency Telephone
Service Committee (ETSC)**

**2007
Report to the Michigan Legislature**

Enhanced 9-1-1

**Emergency Telephone Service Enabling Act
MCL 484.1101 et seq.**



August 30, 2007

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JENNIFER M. GRANHOLM
GOVERNOR

State of Michigan
EMERGENCY TELEPHONE SERVICE COMMITTEE
East Lansing

DALE GRIBLER
CHAIR

August 2007

Dear Michigan Legislators:

2006 was yet another progressive year for the Emergency Telephone Service Committee (ETSC) and the 9-1-1 community. The major news in our state is the introduction and pending passage of Senate Bills 410 and 411 (SB 410 and 411). The bills, which have passed the Michigan Senate and are currently in the House, reflect a number of the recommendations contained in the ETSC's P.A. 249 of 2006 Report.

Those recommendations included a significant change in the funding system for 9-1-1, in which all communications providers that can access 9-1-1 will be subject to 9-1-1 surcharge, regardless of technology. This is a shift from the current local landline-based surcharge and the state-based wireless 9-1-1 surcharge. SB 410 and 411 also contain provisions for other improved 9-1-1 services such as a rulemaking mechanism to establish minimum training standards for emergency dispatchers and the establishment of core policies and procedures for public safety answering points (PSAPs).

The new legislation also serves as a platform to begin to move Michigan into "next generation" 9-1-1 network technology. SB 411's allocation of funds for a feasibility study, giving Michigan the opportunity to evaluate the current network and a future network that is redundant, flexible, and capable of processing 9-1-1 calls made through multiple technologies. As the need to access the 9-1-1 system becomes broader, such as the widespread use of telematics and text messaging, the need to upgrade the current 9-1-1 system becomes an essential consideration.

In addition to advancing 9-1-1 forward on the broader scope in Michigan, the ETSC continued its progress in enhanced wireless 9-1-1. Currently all 83 counties capable of processing wireless 9-1-1 calls as Phase II. The ETSC, through its subcommittees have worked to serve as a resource to various units of local government and individuals in the 9-1-1 community to address issues vital to 9-1-1. Throughout this past year the ETSC, its subcommittees, and the State 9-1-1 Office have worked to provide the 9-1-1 community with opportunities for learning, input, and collaboration. As the chair of the ETSC, I believe in the proactive and participative pursuit of a strong 9-1-1 system.

Other items of progress in Michigan 9-1-1 since the 2006 Report to the Legislature include; the development of objectives for a feasibility study for an IP-based 9-1-1 network, the current development of a telematics implementation protocol, the presentation of statewide 9-1-1 updates and training, and the support of activity at the local level to bring enhanced 9-1-1 to both landline and wireless services statewide.

As the committee designated by statute to guide 9-1-1 in Michigan we will continue to look to you, the elected leaders for the State of Michigan, for the support we need to carry out the vision we have for 9-1-1. We are committed to partnering with you to help to provide for the safety and welfare of every resident of and visitor to our great state. The accomplishment and continued vision of our state being a leader in the nation in delivering 9-1-1 service is a goal that we will continue to pursue. To do that we rely on the commitment, professionalism, and dedication of the staff and directors of the 183 public safety answering points throughout Michigan, the providers of communication services, and each of you - the elected leaders of Michigan.

The ETSC looks forward to working closely with you in the months ahead as we strive to continue the quality 9-1-1 service we all enjoy in Michigan.

A handwritten signature in black ink, appearing to read "Dale Gribler".

DALE GRIBLER, SHERIFF
Chair, Emergency Telephone Service Committee

Emergency Telephone Service Committee
2007 Report to the Michigan Legislature

**REPORTING REQUIREMENTS OF THE
EMERGENCY TELEPHONE SERVICE ENABLING ACT**

MCL 484.1412 (1) states: The committee shall conduct and complete a cost study and make a report on the service charge required in section 408 not later than April 30, 2000, and August 30 annually after 2000. The report of the study shall include at a minimum all of the following:

- A. The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.**
- B. The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.**
- C. The service charge required in section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.**
- D. A description of any commercial applications developed as a result of implementing this act.**
- E. A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.**

* * * * *

This information was requested from counties and CMRS suppliers via correspondence sent on May 14, June 18, and July 10, 2007. What follows is the Emergency Telephone Service Committee's compilation of responses received.

- A. The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.**

All of Michigan's 83 counties are both Phase I and Phase compliant. In regards to Phase II service, there are counties that may have wireless providers still in the process of Phase II deployments. Additionally, areas of ongoing implementation will occur as new providers enter areas and existing carriers expand their present coverage areas. A status report listing CMRS implementation by county is contained in Appendix 4.

- B. The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.**

PSAPs: Each county was asked to report actual Phase II implementation costs and any other allowable wireless fund expenditures for calendar year 2006. A detailed list of responses can be found in Appendix 2. Overall, counties received \$17.9 million in wireless funding during calendar year 2006. Counties reported \$1,265,722.39 on Phase II, and \$35,910,506.12 on other allowable expenditures. (Some of these expenditures were made with wireless funds carried over from the previous year.)

CMRS Suppliers: Reimbursements approved by the ETSC in 2006 were \$4,252,474.06 and to date total of \$1,178,354.51. The suppliers of CMRS incur significant costs with the implementation of Phase I and II. There are two main categories of costs for CMRS suppliers: non-recurring and recurring costs.

Non-recurring costs can be broken down into the following general types of costs:

- Switching (includes E9-1-1 software and hardware),
- E9-1-1 System Provider Facilities (includes trunks, data links, and selective router interconnection if needed),
- E9-1-1 Vendor Services (may include an implementation fee for deployment in the CMRS supplier's region),
- Engineering, Operations, Maintenance, & Administration (includes billing software development, legal administration, engineering, testing and implementation).
- Mapping for Phase II compliance.

Recurring costs can be broken down into the following general types of costs:

- E9-1-1 System Provider Facilities (monthly charges a supplier incurs for links and trunks, as well as selective router interconnection costs),
- E9-1-1 Services Vendor (often priced by the vendor for the CMRS supplier on a per subscriber basis, but can also be priced based on the population covered or on switched cell sites covered. These services may also include additional SCP database functionality or location measuring capabilities),
- Supplier Operations, Maintenance, and Administration (ongoing costs depending on what the E9-1-1 vendor services include).

According to MCL 484.1408, Sec. 408, (3) provided the following requirement of CMRS suppliers in this regard:

"Before July 1, 2004, all CMRS suppliers shall notify the committee in writing whether they will seek reimbursement from the CMRS emergency telephone fund for costs incurred until December 31, 2005 in implementing the wireless emergency service order and this act. If a CMRS supplier elects to seek reimbursement under this subsection, it shall continue to impose the 52 cents per month charge authorized under subsection (1) until December 31, 2005. After December 31, 2005, the CMRS supplier shall impose a service charge of 29 cents per month. A CMRS supplier that notifies the committee in writing that it will not seek reimbursement under this subsection shall impose a charge of 29 cents per month and not seek reimbursement from the fund for costs in implementing the wireless emergency service order and this act incurred after the date of its notice to the committee."

Pursuant to the above requirements, all costs incurred by CMRS suppliers after December 31, 2005 will no longer be recovered through the CMRS fund. On July 26, 2006 a letter was issued to all CMRS suppliers that had been seeking cost recovery through the CMRS fund requesting that final invoices for eligible expenses incurred before December 31, 2005 be submitted to the State 9-1-1 Office by September 1, 2006. At the December 12, 2006 meeting, the ETSC approved the final invoices submitted for cost recovery under the above requirements.

C. The service charge required in section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.

Appendix 13 contains a chart of 9-1-1 surcharges by state. Based on a \$.29 cent wireless surcharge in Michigan, more than 43 states have a higher monthly wireless surcharge than Michigan, 3 states have a lower surcharge, 3 states currently have no surcharge and one state as a comparable. Recommendations for changes in the overall funding mechanisms for 9-1-1 were made by the ETSC in its P.A. 249 of 2006 Report. Those recommendations are reflected in SB 410 & 411 that is presently awaiting action in the House of Representatives.

D. A description of any commercial applications developed as a result of implementing this act.

No CMRS providers reported any commercial applications in 2006.

E. A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.

County reports indicate the total annual cost of 9-1-1 operations in Michigan to be over \$182 million. Of this, approximately \$17.9 million came from wireless surcharge funding. Of the Michigan PSAPs capable of counting their call volumes, an average of 50% of all calls to 9-1-1 came from wireless phones. A detailed record of expenditures is detailed in Appendix 2.

**Emergency Telephone Service Committee
2007 Report to the Michigan Legislature
OBJECTIVES for 2006-2007**

It has been another year of progress for the State Michigan's wireless 9-1-1 system. The 2003 amendment to the Act, which became effective January 1, 2004, set out timelines for Michigan counties to become Phase I and Phase II compliant as a requisite for receiving quarterly disbursements of wireless funds. At year's end in 2004 all of Michigan's eighty-three counties were Phase I compliant. By the close of 2005, all eighty-three counties were Phase II compliant and deployed with one or more CMRS provider. In 2006, all 83 counties are processing wireless Phase II calls.

On June 3, 2005 the FCC released FCC Order 05-116 in regard to 9-1-1 services on Voice over Internet Protocol (VoIP). The order requires 9-1-1 calls on VoIP be delivered to 9-1-1 to PSAPs with location and call-back number information. At its December 2005 meeting, the ETSC issued a set of guidelines for use by both the PSAPs and the VoIP providers to facilitate consistency in deployment of VoIP 9-1-1 service. Currently, there are four known VPC companies contracting with VoIP services to facilitate the deployment of VoIP 9-1-1. Three of the four companies have deployed effective as of June 20, 2007 as follows:

Vonage has deployed E9-1-1 for 170 PSAPs in Michigan (using both TCS and Intrado as VPCs). TCS has deployed 88 PSAPs with E9-1-1 for its non-Vonage VoIP services. Intrado has deployed 105 PSAPs for its other (non-Vonage) VoIP services. HBF has deployed 114 PSAPs in Michigan.

In July of 2005 the ETSC's Legislative Action Subcommittee tasked a work group, known as the Stable Funding Work Group to explore options and solutions for equitable and stable funding sources for Michigan's 9-1-1 system. That work group met regularly, committing hours of time and energy to research and dialogue for a long-term funding solution of 9-1-1. A preliminary presentation was made to the ETSC at its August 2006 meeting, with follow-up work continuing. A final recommendation from that work group was approved in September of 2006 by the ETSC. The final report was issued as the PA 249 of 2006 Report to the Governor and Legislature on November 9, 2006 and included six primary recommendations for Michigan's 9-1-1 system.

Ongoing work of the ETSC and its subcommittees includes:

IP-Based 9-1-1 Network	Telematics Protocol
Reporting and Accounting	PSAP Best Practices/Standards
Dispatcher Training Standards	Model 9-1-1 Plan Development

Other work of the ETSC, its subcommittees and the State 9-1-1 office through 2006 included:

The adoption of ETSC recommended Policy F – recommending the establishment of a policy at the PSAP level for ongoing testing of Phase II location information accuracy. [This includes recommendations for Telematics (Appendix 19)].

Revised application for wireless training funds with the requirement of spend down documentation.

County compliance reviews continue which include 9-1-1 funding, operations and development of a core policy list to assist with the county reviews.

Coordination with the Michigan Public Service Commission and the counties with initial application for new surcharges as required by pending SB 410.

<p align="center">Emergency Telephone Service Committee 2007 Report to the Michigan Legislature DEPARTMENT OF STATE POLICE REPORT</p>
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3 Cent Fund

For the first two years of wireless act, Michigan's 9-1-1 wireless surcharge (2000/2001) was \$.55 per month. During that time, \$.03 was set aside for use by the Michigan State Police (MSP) "to fund priority issues of 9-1-1 coverage."

MSP retained Schumaker and Company of Ann Arbor, Michigan, to assist in the preparation of an objective needs assessment, an overall financial disbursement strategy, and a proposal submission form which was widely distributed to the 9-1-1 community. Evaluation of the proposals was done with the assistance of a working committee comprised of representatives from the PSAP community. Each recipient is required to submit a quarterly status report, with a final report once their project is up and running. On-site audits of completed projects are conducted by the 9-1-1 State Administrator to assure funding has been used in the appropriate form.

In 2004, the following projects received funding from the 3 Cent Fund; their present status is as follows:

FINAL DISBURSEMENT OF 3 CENT FUNDS

MSP Negaunee Regional Dispatch Center – UP wireless 9-1-1 implementation in 8 counties	\$213,096.67	Project and on site review completed 2004
Delta County Central Dispatch – Upgrade 24 – year old 9-1-1 hardware system to become Phase II wireless compliant by installing LifeLine 100 system	\$110,338	Project and on site review completed 2006
Lake County 911 Central Dispatch – Putting Lake County on MAP by furthering mapping project in which Lake County would take data already collected and integrate it into 9-1-1 system	\$57,175	Project and on site review completed 2007
Alger E9-1-1 – GIS mapping	\$20,750	Project and on site review completed 2005
Houghton County Central Dispatch – Basemap creation for Phase II implementation	\$59,769	Project in progress
MSP2 (CTI Equipment) – ANI/ALI E911 CTI equipment for 2 of 7 MSP dispatch centers (Detroit and Gaylord), specifically for 10 of 35 consoles	\$345,600	Project in progress
Wexford County Central Dispatch – Computer-aided dispatch/mapping project	\$283,545	Project and on site review completed 2006
Grand Traverse County Central Dispatch – Replacement of 9-1-1 and radio equipment, allowing mapping and compliancy to Phase II wireless	\$703,969	Project and on site review completed 2006
Macomb County Sheriff's Department – Upgrade emergency telephone services to Lifeline 100 with existing keyphones	\$73,547.25	Project and on site review completed 2005
Total	\$1,867,789.92	

Upper Peninsula Dispatching

The Michigan State Police 8th District Regional Dispatch Center (NARD), located in Negaunee, provides full dispatching services for the following counties:

Mackinac	Luce	Keweenaw
Ontonagon	Schoolcraft	Houghton
Gogebic		

Wireless only 9-1-1 dispatching services are provided for:

Baraga County

In April of 2006 the Baraga County Board of Commissioners voted to implement enhanced 9-1-1 services for landline phone services within the county. That project is currently underway with a forecast date of completion of approximately October 1, 2007. NARD will serve as the primary PSAP for Baraga County's 9-1-1 call-taking and emergency dispatching services.

From January 1, 2006 through December 31, 2006, NARD answered 24,095 landline 9-1-1 calls and 8,164 wireless 9-1-1 calls.

MSP Detroit Metro-Area Wireless 9-1-1 Services

At times wireless 9-1-1 calls cannot be processed directly to local PSAPs for reasons that include trunk loading and network outages. The MSP 2nd District Regional Dispatch Center (SDRD) in Detroit serves as one of the default routing points for these calls in the Detroit Metro area. From January 1, 2006 through December 31, 2006, SDRD answered 111,691 wireless 9-1-1 calls.

MSP Rockford Wireless 9-1-1 Services

The Kent County 9-1-1 Plan has designated two wireless PSAPs for wireless 9-1-1 call answering. Grand Rapids Police Department answers the calls for that city and the MSP 6th District Regional Dispatch Center (RARD) in Rockford answers the calls for the remainder of county. From January 1, 2006 through December 31, 2006 RARD answered 129,602 wireless 9-1-1 calls.

Administrative Services Bureau

The Administrative Services Bureau (ASB) Commander serves as the State Police representative to the ETSC. This representative also serves as the chair of the ETSC Legislative Action and CMRS subcommittees.

State 9-1-1 Administrator's Office

Under the Act the Michigan State Police is responsible for providing staff assistance to the Emergency Telephone Service Committee as necessary to carry out the committee's duties. As 9-1-1 continued to grow and expand in Michigan, the need for a full-time state coordinator became a necessity. In August of 2004, a 9-1-1 state administrator and administrative support were hired. The State 9-1-1 Administrator's Office is housed within the ASB and reports to the Commander of the ASB.

Throughout 2006 the State 9-1-1 Office was actively involved in Michigan's 9-1-1 system. Activities of the office have included: corresponding with the FCC and other public service organizations on matters related to wireless, wireline and VoIP 9-1-1 issues; acting as the centralized point of information collection and distribution for VoIP 911; organize reporting systems for compliance; providing data and research to the ETSC, its subcommittees, and work groups; 9-1-1 network upgrade and research, maintaining information on the ETSC web site; and serving as an informational resource for the 9-1-1 community, citizens, media, as well as members of state and local government.

The State 9-1-1 Administrator's office can be contacted by mail at: 714 S. Harrison Road, East Lansing, Michigan, 48823; telephone at (517) 336-2666; or visit the ETSC's updated web site at www.michigan.gov/msp-etsc.

**Emergency Telephone Service Committee
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DEPARTMENT OF TREASURY REPORT**

The Department of Treasury is responsible for the financial administration of this program. Financial administration tasks include processing payments received from the Commercial Mobile Radio Suppliers (CMRS); making distributions to the counties, CMRS, and the Public Safety Answering Points (PSAPs) as directed by the committee; and accounting for these transactions.

The Economic & Revenue Forecasting Division identified the CMRS suppliers or resellers that had customers conducting business in Michigan. As of June 2007, there are 41 CMRS suppliers/resellers operating in Michigan.

Cash Receipts from CMRS suppliers and interest earnings for Fiscal Year 2007 through June 30, 2007, total \$16.0 million. Treasury's Bureau of Investments invests the account balances as part of the State's common cash fund.

Treasury processes four types of payments from this program.

1. & 2. County payments, which are funded by the 10-cent and 15-cent portion of the fee, have been disbursed on a quarterly basis since May 2000.
3. CMRS Supplier Reimbursement payments, which were funded by the 24-cent portion of the fee. Payments were made to CMRS suppliers for providing and installing equipment that implemented the wireless emergency service order and PA 79 of 1999, as amended. Currently payments are only being made for reimbursements in accordance with the Michigan Public Service Commission's (PSC) June 29, 2004 order in Case No. U-14000 for wireless emergency service costs recoverable pursuant to 2003 PA 244, MCL 484.1408(11). As of June 30, 2007, a balance of \$15.7 million remains in the fund for disbursement.
4. Public Safety Answering Points (PSAP) training fund payments, which are funded by the 1½-cent portion of the fee. The tenth PSAP training fund payment was made in November 2006; \$529,327 was distributed to 90 PSAPs. The eleventh PSAP training fund payment was made in June 2007; \$536,828 was distributed to 108 PSAPs. The next disbursement will occur in the early fall of 2007.

The system to make disbursements to the counties and the PSAPs is a modification to the State Revenue Sharing system.

(as of July 2007)

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**Emergency Telephone Service Committee
2007 Report to the Michigan Legislature
COUNTY CERTIFICATION**

PA 244 of 2003 established criteria by which counties' eligibility to receive operational wireless funds was to be determined. This criteria required a county to be "compliant with the emergency service order and this act" and to be "compliant" with Phase II implementation (callback number and caller location) by June 30, 2005. A county that was not compliant by this deadline could spend its wireless fund disbursement only for the purpose of becoming compliant. A county that had not become compliant with Phase II implementation by December 31, 2005 was prohibited from receiving further disbursements. The act further defined "compliant" as having "installed equipment that is capable, and at a state of readiness, to deploy wireless service for all CMRS providers within a county's 9-1-1 service district or districts." In 2006 each of the 83 counties were certified for all four quarterly distributions of operational wireless funds.

The ETSC Compliance Subcommittee determines "compliance" by two methods. The first involves requiring documentation relating to compliance status from counties and PSAPs. The second involves on-site investigations, or "Compliance Reviews," conducted by members of the Compliance Subcommittee. The ETSC's policy on Compliance Review is posted on the ETSC website.

During 2006, Compliance Reviews of Gladwin and Kent Counties were completed while Compliance Reviews of Alpena, Barry, and Calhoun Counties were in progress.

During the process of the Alpena county review, the county was found to not be in compliance with its Phase II wireless service. The ETSC, at its December 2006 meeting withheld Alpena's 3rd quarter wireless payment pending verification of compliance. Based on a recommendation from the ETSC Certification Subcommittee, the ETSC released 3rd quarter funds to Alpena County in March 2007 having demonstrated an active Phase II system.

**Emergency Telephone Service Committee
2007 Report to the Michigan Legislature
DISPATCHER TRAINING**

MCL 484.1408 (6) I provides that 1-½ cents of each monthly service charge shall be available to PSAPs for training personnel assigned to 9-1-1 centers. Training courses are to be approved by the Michigan Commission on Law Enforcement Standards (MCOLES).

MCOLES has continued to partner with and provided support to the ETSC. In consultation with the subcommittee, in-service dispatcher training course requests were processed and reviewed. Those found to be eligible were approved by MCOLES for funding eligibility. The current approved courses can be located on the ETSC or MCOLES web sites.

On November 27, 2006, the ETSC distributed the dispatcher training fund application form (ETSC-101) and instructions to all PSAPs in Michigan. Of the 149 submitted requests for dispatcher training funds, 43 were rejected (for lack of spend-down of previous years' funds and other reasons). On March 20, 2007, the ETSC voted to approve the Dispatcher Training Subcommittee's recommendation that wireless training fund distribution be paid to the 106 PSAP applications from revenue available for distribution in fiscal year 2007.

In September 2006, it was determined by the ETSC that PSAPs with unspent training monies over 5 (2001 & 2002) years shall be returned to the dispatcher training fund. There were 29 PSAPs with unspent training monies from those years that have or are in the process of refunding that money.

Of the approved applications there were a total of 1,367 eligible dispatchers. The May 2007 distribution was at a rate of \$ 387.88 per dispatcher, with a total of \$536,828.00 available for this distribution. An additional distribution will be made in November 2007.

In November 2005, the Dispatcher Training Standards Workgroup was established to research and develop for the Dispatcher Training Subcommittee, a curriculum recommendation of minimum training standards for 911 telecommunicators, for the State of Michigan. As of this report, the workgroup is in the process of finalizing its recommendations.

A detailed listing of PSAPs and training distribution amounts is attached in Appendix 8.

ETSC Rules for Challenges and Appeals to the Dispatcher Training Fund Distribution Process is attached in Appendix 10.

A list of the MCOLES approved dispatcher training courses are listed in Appendix 11.

<p align="center">Emergency Telephone Service Committee 2007 Report to the Michigan Legislature</p> <p align="center">OVERVIEW OF WIRELESS FUND DISTRIBUTIONS TO DATE (as of 6/30/07)</p>

FUND	RECEIPTS	DISBURSEMENTS	BALANCE
CMRS (.24 – sunset) (.01)	78,530,225.25	62,827,528.81	15,702,696.44
COUNTY (.10)	40,815,335.25	38,960,845.00	1,854,490.25
COUNTY/POP (.15)	61,242,151.17	58,457,664.00	2,784,487.17
TRAINING (.015)	6,222,492.67	5,663,360.51	559,132.16
MSP (.03-sunset)	1,956,624.43	1,956,624.43	0.00
MSP 911/ETSC Admin (.01)	2,070,532.11	2,070,532.11	0.00
TOTALS	190,837,360.88	169,936,554.86	20,900,806.02

P.A. 32 of 1986, as amended, provides that the \$.52 wireless surcharge is to be distributed as follows:

CMRS: \$.24 is disbursed to reimburse CMRS suppliers licensed by the Federal Communications Commission for providing and installing equipment that implements the wireless emergency service order and P.A. 32 of 1986, as amended. This disbursement is made as CMRS invoices are submitted to and approved by the ETSC.

P.A. 244 of 2003 amended P.A. 32 of 1986 required CMRS suppliers to notify the committee, in writing, whether they will seek reimbursement from the CMRS emergency telephone fund for costs incurred until December 31, 2005. If a CMRS supplier elected not to seek reimbursement from the fund, they imposed a charge of .29 cents per month. CMRS suppliers that elected to seek reimbursement from the fund imposed a charge of .52 cents per month until December 31, 2005. After December 31, 2005 the wireless 9-1-1 surcharge imposed by all CMRS suppliers changed to \$.29 cents per month.

P.A. 244 of 2003 permits a local exchange provider to recover the costs related to the wireless emergency service order. The local exchange provider must follow the procedure set by the Michigan Public Service Commission (MPSC). The local exchange provider is required to submit an invoice to the commission for reimbursement from the CMRS emergency telephone fund for costs that are allowed under the MPSC's order. Within 45 days after the invoice is submitted to the MPSC, the MPSC makes a recommendation to the ETSC for the approval, either in whole or in part, or the denial of the invoice. Between September 1, 2006 and August 31, 2007 \$1,194,892.20 was disbursed to local exchange providers.

The above disbursement of \$57,522,106.29 from the CMRS Fund includes the 12 million and 15 million-dollar payments to the State Building Authority for obligations on the Michigan Public Safety Communications System as set out in P.A. 89 of 2004 and P.A. 74 of 2006 respectively.

COUNTY/EQUAL: \$.10 is disbursed equally to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and P.A. 32 of 1986, as amended. Money received by a county shall only be used to implement the wireless emergency service order and P.A. 32 disbursements are made quarterly by the Department of Treasury. (Refer to Appendix 12 for county distribution amounts).

COUNTY/POPULATION: \$.15 is disbursed on a per capita basis to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and P.A. 32 of 1986, as amended. The most recent census conducted by the United States Census Bureau is used to determine the population of each county. Money received by a county shall only be used to implement the wireless emergency service order and P.A. 32. Disbursement is made quarterly by the Department of Treasury. (Refer to Appendix 3 for county distribution amounts).

TRAINING: \$.015 is available to PSAPs for training personnel assigned to 9-1-1 centers. Funds are distributed semi-annually, in accordance with an application process established by the ETSC. Money is disbursed to eligible PSAPs and counties for training of PSAP personnel through courses approved by the Michigan

Commission on Law Enforcement Standards. The courses must provide basic 9-1-1 operations training or in-service training to employees engaged in 9-1-1 service. (Refer to the Training Fund Report on page 14 and Appendix 8 and 11 for additional information).

MSP (3-CENT PRIORITY FUND): For the first two years, Michigan's wireless surcharge was \$.55 per month. During that time, \$.03 was set aside for use by the Department of State Police "to fund priority issues of 9-1-1 coverage." MSP retained Schumaker and Company of Ann Arbor, Michigan, to assist in the preparation of an objective needs assessment, an overall financial disbursement strategy, and a proposal submission form which was widely distributed to the 9-1-1 community. Evaluation of the proposals was done with the assistance of a working committee comprised of representatives from the PSAP community. Monies totaling \$1,867,789.92 were distributed to 9 projects (see Department of State Police Report for a listing of these projects).

MSP 9-1-1/ETSC ADMINISTRATION: P.A. 244 of 2003 allows the Department of State Police to receive funds for costs to administer P.A. 32 of 1986, as amended, or to operate a regional dispatch center that receives and dispatches 9-1-1 calls. Those funds shall not exceed ½ of 1-cent of the monthly service charge. The Act also allows the Department of State Police an additional ½ of 1-cent of the monthly service charge to fund the office of the E-911 coordinator.

CMRS RETAINS: \$.005 is retained by the CMRS supplier or reseller to cover the costs of billing and collection as the only reimbursement from this charge for billing and collection costs. (Since this portion is not submitted to the Department of Treasury, it is not included in the chart above.)

2007 ETSC Report to the Legislature
County Information

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	County	Wireless	4 % Revenue	16% Revenue	9-1-1 millage	General Fund	Other	Total	Phase II	Phase II	Other Allowable Expenditures	Unexpended	# Wireline	# Wireless	# VoIP	Total 9-1-1 #	Non 9-1-1
2		Revenue			Revenue	monies	Revenue	Budget	Costs	Status		Revenue	Calls	Calls	Calls	Calls	Calls
3																	
4	Alcona	\$98,447.45	\$47,651.70	\$190,606.75	\$0.00	\$0.00	\$15,299.00	\$450,900.00	\$0.00	Compliant	\$189,116.82	unknown	3,915	1,520	0	5,435	unknown
5	Alger	\$92,954.00	\$28,313.36	\$0.00	\$0.00	\$0.00	\$0.00	\$121,267.36	\$0.00	Compliant	\$12,735.00	\$321,665.51	2,089	727	0	2,816	6,000
6	Allegan	\$192,245.00	\$0.00	\$1,358,267.38	\$0.00	\$0.00	\$14,704.00	\$1,565,216.38	\$0.00	Compliant	\$108,696.00	\$485,551.00	41,909	unknown	unknown	41,909	unknown
7	Alpena	\$115,186.00	\$0.00	\$605,086.91	\$0.00	\$0.00	\$0.00	\$720,272.91	\$0.00	Compliant	\$115,186.00	\$0.00	20,000	20,000	100	40,100	90,000
8	Antrim	\$106,685.00	\$122,383.05	\$365,533.68	\$0.00	\$0.00	\$0.00	\$760,495.00	\$0.00	Compliant	\$146,813.41	\$170,526.98	5,727	4,844	13	10,584	7,287
9	Arenac	\$102,081.00	\$75,052.36	\$0.00	\$372,621.26	\$0.00	\$16,984.94	\$566,739.56	\$0.00	Compliant	\$102,081.00	\$0.00	4,691	6,151	unknown	10,842	52,560
10	Baraga	\$91,797.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$91,797.00	\$11,500.00	Compliant	\$45,741.00	\$34,556.00	392	1,247	unknown	1,639	1,293
11	Barry	\$141,553.00	\$0.00	\$0.00	\$1,175,900.98	\$0.00	\$40,181.54	\$1,627,102.00	\$0.00	Compliant	\$99,000.00	\$42,553.00	87,771	23,073	73	110,917	unknown
12	Bay	\$199,744.00	\$0.00	\$0.00	\$1,913,116.00	\$0.00	\$133,409.00	\$2,246,269.00	\$0.00	Compliant	\$219,638.00	\$0.00	65,691	57,910	193	123,794	67,294
13	Benzie	\$99,314.00	\$87,443.24	\$262,329.72	\$0.00	\$0.00	\$1,023.00	\$450,109.96	\$0.00	Compliant	\$15,565.91	\$83,748.09	3,014	6,018	unknown	9,032	67,414
14	Berrien	\$251,099.00	\$0.00	\$0.00	\$1,353,899.00	\$900,000.00	\$27,959.00	\$3,492,400.00	\$0.00	Compliant	\$173,314.00	\$77,785.00	40,363	45,796	unknown	86,159	unknown
15	Branch	\$98,694.00	\$110,016.08	\$0.00	\$758,602.99	\$0.00	\$0.00	\$1,318,459.61	\$350,000.00	Compliant *		\$0.00	42,240	36,850	unknown	79,090	100,375
16	CCE+	\$403,216.39	\$693,527.66	\$0.00	\$0.00	\$1,233,782.02	\$52,088.75	\$2,130,282.00	\$0.00	Compliant	\$1,168,988.57	\$0.00	40,591	33,211	unknown	73,802	75,079
17	Calhoun	\$225,741.00	\$491,105.00	\$0.00	\$0.00	\$0.00	\$0.00	\$716,846.22	\$0.00	Compliant	\$937,525.98	\$0.00	98,116***	92,375	4	92,379	107,315
18	Cass	\$102,887.00	\$111,207.00	\$444,830.00	\$0.00	\$0.00	\$6,445.00	\$892,139.00	\$0.00	Compliant	\$0.00	\$0.00	10,835	9,646	unknown	20,481	unknown
19	Chippewa	\$124,449.00	\$120,563.00	\$339,778.00	\$0.00	\$27,305.00	\$8,664.00	\$620,759.00	\$124,449.00	Compliant	\$496,310.00	\$0.00	5,637	4,784	8	10,429	60,860
20	Clare	\$115,123.00	\$161,053.00	\$0.00	\$317,962.00	\$13,478.00	\$0.00	\$452,015.00	\$0.00	Compliant	\$0.00	\$0.00	unknown	unknown	unknown	unknown	unknown
21	Clinton	\$152,007.00	\$376,098.33	\$1,128,294.99	\$0.00	\$0.00	\$86,552.20	\$1,742,952.52	\$0.00	Compliant	\$1,391,551.57	\$351,400.95	25,676	15,704	502	41,882	47,258
22	Crawford	\$97,541.00	\$65,135.00	\$260,539.00	\$0.00	\$0.00	\$4,215.00	\$427,430.00	\$0.00	Compliant	\$427,430.00	\$0.00	1,977	947	0	2,924	4,928
23	Delta	\$92,984.00	\$143,425.94	\$0.00	\$615,402.70	\$851,812.64	\$0.00	\$553,701.41	\$0.00	Compliant	\$553,701.41	\$0.00	8,456	3,745	0	12,201	5,212
24	Dickinson	\$112,809.00	\$124,482.68	\$0.00	\$0.00	\$0.00	\$154,174.00	\$401,268.92	\$0.00	Compliant	\$112,809.00	\$0.00	5,397	1,799	2	7,198	98,819
25	Eaton	\$187,662.00	\$0.00	\$0.00	\$2,828,193.00	\$0.00	\$0.00	\$3,015,855.00	\$0.00	Compliant	\$187,662.00	\$0.00	27,875	41,195	0	69,070	109,260
26	Genesee	\$534,757.00	\$0.00	\$5,249,052.00	\$0.00	\$600,000.00	\$55,358.00	\$6,439,167.00	\$0.00	Compliant	\$534,757.00	\$0.00	259,844	226,741	2,301	488,886	116,150
27	Gladwin	\$130,163.00	\$143,712.90	\$0.00	\$370,062.22	\$0.00	\$55,625.12	\$603,205.00	\$0.00	Compliant	\$0.00	\$0.00	7,432	3,716	unknown	11,148	132,005
28	Gogebic	\$100,735.00	\$57,739.01	\$0.00	\$0.00	\$0.00	\$360.00	\$158,934.01	\$0.00	Compliant	\$257,243.83	\$0.00	2,264	1,045	unknown	3,309	237,477
29	Grand Traverse	\$168,213.00	\$434,579.00	\$0.00	\$0.00	\$594,349.00	\$9,536.00	\$1,210,115.00	\$0.00	Compliant	\$181,187.00	\$0.00	unknown	unknown	unknown	unknown	unknown
30	Gratiot	\$126,557.00	\$0.00	\$579,000.00	\$0.00	\$0.00	\$20,341.00	\$724,341.00	\$260,464.89	Compliant	\$17,841.00	\$0.00	16,241	2979***	unknown	19,220	6052***
31	Hillsdale	\$130,952.00	\$0.00	\$598,912.07	\$0.00	\$0.00	\$5,880.75	\$735,744.82	\$0.00	Compliant	\$130,952.00	\$0.00	20,008	14,119	63	34,190	54,333
32	Houghton	\$120,059.00	\$84,951.00	\$339,805.00	\$0.00	\$0.00	\$0.00	\$544,815.00	\$0.00	Compliant	\$120,059.00	\$0.00	11,341	3,706	unknown	15,047	237,477
33	Huron	\$121,892.00	\$152,565.00	\$610,260.00	\$0.00	\$0.00	\$0.00	\$884,717.00	\$0.00	Compliant	\$0.00	\$0.00	10,915	5,467	unknown	16,382	66,690
34	Ingham	\$377,700.00	\$839,065.00	\$0.00	\$5,854,575.00	\$0.00	\$603,457.00	\$6,309,690.00	\$0.00	Compliant	\$377,700.00	\$0.00	52,905	81,151	187	165,647****	322,504
35	Ionia	\$146,491.00	\$164,953.00	\$879,712.00	\$0.00	\$88,650.00	\$35,314.00	\$1,428,593.00	\$0.00	Compliant	\$146,491.00	\$0.00	20,764	12,419	37	33,220	73,222
36	Iosco	\$139,538.00	\$102,257.26	\$465,838.61	\$0.00	\$0.00	\$24,922.17	\$681,456.72	\$0.00	Compliant	\$95,821.00	\$43,717.00	11,365	2,872	5	14,242	45,183
37	Iron	\$121,047.00	\$8,520.76	\$204,498.28	\$0.00	\$0.00	\$0.00	\$334,066.04	\$31,665.50	Compliant	\$14,588.66	\$74,792.84	2,314	941	0	3,255	14,205
38	Isabella	\$148,389.00	\$0.00	\$633,081.69	\$0.00	\$0.00	\$30,103.00	\$898,393.98	\$0.00	Compliant	\$139,992.78	\$8,396.22	9,250	9,250	unknown	18,500	85,000
39	Jackson	\$266,138.00	\$182,483.00	\$547,450.00	\$0.00	\$1,285,617.00	\$0.00	\$2,281,688.00	\$0.00	Compliant	\$228,923.00	\$37,215.00	66,807	67,123	98	134,028	20,000
40	Kalamazoo	\$330,021.00	\$0.00	\$0.00	\$0.00	\$2,571,365.00	\$242,915.00	\$3,159,674.00	\$188,970.00	Compliant	\$3,067,578.72	\$273,213.55	51,889	79,470	1,060	132,419	308,998
41	Kalkaska	\$101,347.00	\$104,039.50	\$312,118.50	\$0.00	\$0.00	\$5,491.39	\$507,264.00	\$0.00	Compliant	\$0.00	\$0.00	2,988	4,450	13	7,451	50,576
42	Kent	\$803,858.00	\$0.00	\$0.00	\$0.00	\$3,878,056.00	\$0.00	\$4,681,914.00	\$0.00	Compliant	\$248,475.00	\$0.00	302,443	180,000	unknown	482,443	500,000
43	Keweenaw	\$85,118.00	\$0.00	\$0.00	\$0.00	\$0.00	\$173,948.79	\$259,066.79	\$0.00	Compliant	\$25,034.10	\$0.00	unknown	unknown	unknown	unknown	unknown
44	Lake	\$95,840.00	\$44,751.00	\$179,003.00	\$0.00	\$4,680,832.00	\$0.00	\$495,423.00	\$0.00	Compliant	\$0.00	\$0.00	4,794	1,986	1	6,781	18,833
45	Lapeer	\$176,347.00	\$56,745.54	\$1,361,892.36	\$0.00	\$0.00	\$0.00	\$1,574,021.37	\$0.00	Compliant	\$0.00	\$0.00	14,435	14,816	298	29,549	84,508
46	Leelanau	\$414,850.00	\$22,204.00	\$83,925.00	\$0.00	\$196,065.00	\$0.00	\$717,044.00	\$0.00	Compliant	\$0.00	\$0.00	2,978	2,930	unknown	5,908	47,862
47	Lenawee	\$185,544.00	\$0.00	\$1,192,692.24	\$0.00	\$0.00	\$0.00	\$1,378,236.24	\$0.00	Compliant	\$185,544.00	\$0.00	64,200	40,000	unknown	104,200	113,724
48	Livingston	\$272,297.00	\$537,827.00	\$2,249,472.26	\$0.00	\$0.00	\$158,873.13	\$3,218,469.39	\$0.00	Compliant	\$266,886.15	\$5,410.85	39,766	53,284	424	93,474	157,225
49	Luce	\$90,013.00	\$18,841.90	\$75,367.62	\$0.00	\$0.00	\$124,189.54	\$308,412.06	\$0.00	Compliant	\$34,058.41	\$61,939.84	1,309	542	0	1,851	unknown
50	Mackinac	\$96,482.00	\$37,986.20	\$151,944.80	\$0.00	\$0.00	\$16,099.00	\$288,597.00	\$0.00	Compliant	\$84,744.00	\$13,915.00	3,967	1,812	0	5,779	237,477
51	Macomb	\$899,571.00	\$0.00	\$0.00	\$0.00	\$7,057,744.00	\$0.00	\$7,957,315.00	\$0.00	Compliant	\$465,140.00	\$0.00	112,088	184,132	597	296,817	714,793
52	Manistee	\$112,962.00	\$0.00	\$0.00	\$689,286.00	\$866,645.00	\$32,966.00	\$876,472.00	\$0.00	Compliant	\$112,962.00	\$0.00	20,880	22,500	0	43,380	80,000
53	Marquette	\$151,880.00	\$0.00	\$0.00	\$713,656.00	\$0.00	\$54,056.00	\$919,592.00	\$0.00	Compliant	\$18,970.00	\$132,910.00	8,935	7,899	unknown	16,834	44,859

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	County	Wireless	4 % Revenue	16% Revenue	9-1-1 millage	General Fund	Other	Total	Phase II	Phase II	Other Allowable Expenditures	Unexpended	# Wireline	# Wireless	# VoIP	Total 9-1-1 #	Non 9-1-1
2		Revenue			Revenue	monies	Revenue	Budget	Costs	Status		Revenue	Calls	Calls	Calls	Calls	Calls
3																	
54	Mason/Oceana	\$222,620.00	\$48,912.93	\$1,173,910.49	\$0.00	\$0.00	\$32,274.78	\$1,477,718.20	\$0.00	Compliant	\$222,620.00	\$0.00	33,891	34,705	208	68,804	49,701
55	Mecosta/Osceola	\$231,537.00	\$0.00	\$903,774.00	\$0.00	\$117,378.00	\$18,245.00	\$1,270,934.00	\$0.00	Compliant	\$231,537.00	\$0.00	37,533	unknown	unknown	37,533	Unknown
56	Menominee	\$108,981.00	\$69,100.00	\$276,398.00	\$0.00	\$0.00	\$79.00	\$504,528.00	\$0.00	Compliant	\$123,899.00	\$67,902.00	3,930	1,474	8	5,412	24,489
57	Midland	\$161,692.00	\$0.00	\$0.00	\$978,414.00	\$0.00	\$29,705.00	\$1,140,106.00	\$0.00	Compliant	\$187,684.00	\$0.00	60,220	20,024	346	80,590	35,340
58	Missaukee	\$53,097.00	\$0.00	\$0.00	\$0.00	\$0.00	\$24,918.00	\$78,315.00	\$0.00	Compliant	\$9,025.00	\$0.00	unknown	2,143	unknown	2,143	unknown
59	Monroe	\$237,373.00	\$577,591.00	\$0.00	\$0.00	\$1,108,060.00	\$20,933.00	\$1,943,957.00	\$0.00	Compliant	\$0.00	\$0.00	unknown	unknown	unknown	unknown	unknown
60	Montcalm	\$159,202.00	\$325,716.73	\$977,150.17	\$0.00	\$0.00	\$29,064.83	\$1,491,133.73	\$0.00	Compliant	\$1,151,757.20	\$0.00	22,066	16,646	unknown	38,712	101,322
61	Montmorency	\$94,787.00	\$0.00	\$149,411.02	\$0.00	\$0.00	\$0.00	\$303,742.00	\$0.00	Compliant	\$0.00	\$0.00	1,829	1,035	unknown	2,864	2,864
62	Muskegon	\$274,592.00	\$634,974.00	\$0.00	\$1,186,555.00	\$0.00	\$1,605,220.00	\$3,701,341.00	\$0.00	Compliant	\$259,128.00	\$7,178.00	176,986	75,031	unknown	252,017	60,584
63	Newaygo	\$135,553.00	\$27,153.26	\$651,153.26	\$0.00	\$0.00	\$0.00	\$813,946.70	\$0.00	Compliant	\$149,642.76	\$0.00	unknown	unknown	unknown	unknown	unknown
64	Oakland	\$1,320,357.00	\$5,628,942.00	\$0.00	\$0.00	\$23,061,442.01	\$1,076,317.00	\$24,137,759.01	\$0.00	Compliant	\$2,590,690.68	\$0.00	226,817	336,516	4,610	567,943	572,296
65	Ogemaw	\$106,537.00	\$121,093.49	\$0.00	\$0.00	\$231,348.00	\$7,175.20	\$494,738.03	\$0.00	Compliant	\$0.00	\$0.00	9,745	4,048	27	13,820	70,000
66	Ontonagon	\$90,836.00	\$86,167.00	\$0.00	\$0.00	\$0.00	\$0.00	\$177,003.00	\$0.00	Compliant	\$132,946.00	\$44,152.00	1,258	18	0	1,276	48
67	Oscoda	\$86,606.00	\$47,111.87	\$0.00	\$0.00	\$0.00	\$0.00	\$133,717.87	\$0.00	Compliant	\$0.00	\$0.00	1,826	1,094	0	2,920	unknown
68	Otsego	\$112,073.00	\$0.00	\$432,138.54	\$0.00	\$0.00	\$35,000.00	\$579,211.54	\$0.00	Compliant	\$112,073.00	\$0.00	4,729	6,568	0	11,297	4,694
69	Ottawa	\$334,489.00	\$0.00	\$241,144.00	\$3,302,574.18	\$0.00	\$0.00	\$3,993,988.00	\$0.00	Compliant	\$736,864.59	\$0.00	59,652	66,210	282	126,144	165,149
70	Presque Isle	\$18,768.64	\$48,475.94	\$0.00	\$0.00	\$0.00	\$103,939.00	\$174,398.65	\$0.00	Compliant	\$98,197.00	\$76,200.81	1,563	712	unknown	2,275	4,791
71	Roscommon	\$120,217.00	\$0.00	\$0.00	\$723,806.00	\$0.00	\$0.00	\$844,203.00	\$0.00	Compliant	\$103,513.00	\$16,703.00	6,572	9,856	0	16,428	45,187
72	Saginaw	\$304,763.00	\$899,144.43	\$3,642,174.00	\$0.00	\$243,336.00	\$80,000.00	\$4,046,020.00	\$0.00	Compliant	\$0.00	\$0.00	215,214	143,051	unknown	358,265	28,523
73	Saint Clair	\$256,601.00	\$726,132.65	\$0.00	\$0.00	\$1,392,375.19	\$489,982.95	\$2,413,852.15	\$0.00	Compliant	\$1,005,573.20	\$215,686.00	70,386	11,965	unknown	82,351	251,270
74	Saint Joseph	\$149,556.00	\$0.00	\$0.00	\$1,135,345.70	\$0.00	\$13,683.06	\$1,121,168.00	\$0.00	Compliant	\$78,052.63	\$33,212.37	16,293	16,319	87	32,699	133,696
75	Sanilac	\$130,762.00	\$206,036.13	\$0.00	\$0.00	\$221,956.40	\$8,178.32	\$582,356.40	\$0.00	Compliant	\$277,692.90	\$63,518.00	10,066	3,000	10	13,076	123,285
76	Schoolcraft	\$91,960.00	\$36,223.14	\$0.00	\$0.00	\$0.00	\$1,721.00	\$106,834.00	\$0.00	Compliant	\$51,963.83	\$39,996.17	2,352	1,240	unknown	3,592	237,477
77	Shiawassee	\$166,543.00	\$35,970.40	\$863,289.80	\$0.00	\$0.00	\$10,000.00	\$1,075,803.20	\$0.00	Compliant	\$157,029.00	\$0.00	16,170	17,514	12	33,696	28,900
78	Tuscola	\$145,186.00	\$213,906.45	\$681,826.85	\$0.00	\$43,165.00	\$29,005.71	\$1,261,197.88	\$0.00	Compliant	\$1,261,197.88	\$0.00	20,381	9,651	98	30,130	49,259
79	Van Buren	\$122,639.00	\$313,492.24	\$0.00	\$0.00	\$422,629.85	\$28,246.00	\$1,381,461.52	\$5,060.00	Compliant	\$196,877.04	\$64,666.81	15,790	28,064	14	43,868	162,330
80	Washtenaw	\$423,286.00	\$1,442,033.90	\$0.00	\$0.00	\$4,533,257.80	\$0.00	\$6,292,756.20	\$46,602.00	Compliant	\$0.00	\$105,821.50	85,418	105,129	unknown	190,547	503,514
81	Wayne-Detroit	\$3,999,917.00	\$1,021,681.00	\$2,978,236.00	\$0.00	\$0.00	\$0.00	\$30,000,000.00	\$0.00	Compliant	\$990,000.00	\$4,000,000.00	1,023,273	1,137,281	unknown	2,160,554	unknown
82	Wayne-D. River	\$344,286.09	\$1,349,767.37	\$0.00	\$0.00	\$0.00	\$0.00	\$1,694,053.46	\$0.00	Compliant	\$344,286.09	\$0.00	80,915	87,698	unknown	168,613	unknown
83	Wayne-Eastern	\$86,211.60	\$316,729.04	\$0.00	\$0.00	\$0.00	\$0.00	*****	\$70,000.00	Compliant	\$4,321,541.00	\$0.00	unknown	unknown	unknown	unknown	unknown
84	Wayne-Western	\$865,354.00	\$3,067,627.00	\$0.00	\$0.00	\$10,456,658.00	\$0.00	\$14,389,639.00	\$177,011.00	Compliant	\$7,827,587.00	\$0.00	128,071	212,766	unknown	340,837	unknown
85	Wexford	\$89,326.00	\$101,677.00	\$0.00	\$0.00	\$439,358.00	\$125,310.00	\$644,569.00	\$0.00	Compliant	\$30,314.00	\$235,748.00	7,630	9,488	unknown	17,118	72,402
86	Totals	\$20,698,688.17	\$23,096,337.44	\$33,639,897.99	\$24,289,972.03	\$67,270,838.91	\$5,825,959.17	\$182,211,156.81	\$1,265,722.39		\$35,910,506.12	\$7,190,081.49	3,906,944	3,789,159	11,681	7,576,520	7,391,176
87																	
88																	
89	* Branch county purchased CAD with a mapping system and at the same time purchased new 911 software/hardware. This took care of both Phase I/Phase II with one purchase																
90	** This number includes total number of 9-1-1 calls (1,043) received by the Albion Department of Public Safety.																
91	*** Calls from April 2006-December 2006.																
92	**** This number includes total number of 9-1-1 calls (31,591) received by the East Lansing PSAP.																
93	*** Wayne-Eastern does not have a specific operating budget for 9-1-1 costs.																

**Emergency Telephone Service Committee
2007 Report to the Michigan Legislature**

COUNTY INFORMATION DETAIL

County	Comments
Alcona	Phase II compliant. Vonage has done some preliminary work within the county but they are unaware of any customer deployment within their county.
Alger	Phase II compliant. They completed VoIP deployment in 2006.
Allegan	Phase II compliant. No information available on the status of VoIP in this county.
Alpena	Phase II compliant. They have deployed VoIP with Vonage.
Antrim	Phase II compliant. Verizon Wireless contacted Antrim County and will be operating within the PSAP boundaries. There were no VoIP deployments during 2006.
Arenac	Phase II compliant. They have deployed VoIP with three carriers during 2006.
Baraga	Phase II compliant. No information available on the status of VoIP in this county.
Barry	Phase II compliant. They are receiving VoIP calls but working with vendors to get properly connected.
Bay	Phase II compliant. They are receiving VoIP calls from Vonage, Charter, Packet Eight and Level 3.
Benzie	Phase II compliant. One provider has tested for VoIP, Benzie County has not been apprised of the results. No other VoIP activity has occurred in this county.
Berrien	Phase II compliant. Vonage completed deployment of E9-1-1 in August 2006.
Branch	Phase II compliant. No information available on the status of VoIP in this county.
Calhoun	Phase II compliant in all PSAPs. VoIP has tested at Battle Creek Police Department only.
Cass	Phase II compliant. Cass County has been receiving VoIP calls.
Charlevoix	Phase II compliant. They have deployed with 5 VoIP providers.
Cheboygan	Phase II compliant. They have deployed with 5 VoIP providers.
Chippewa	Phase II compliant. Funds have been expended for additional mapping enhancements. Chippewa County has successfully completed VoIP testing with 3 providers.
Clare	Phase II compliant. T-Mobile has tested in their area. Level 3 has made test VoIP calls in their area.
Clinton	Phase II compliant. They have deployed VoIP with 3 carriers with 5 other carriers verbally indicating they would provide service but have not tested or confirmed.
Crawford	Phase II compliant. They have done some VoIP testing no calls have been received.
Delta	Phase II compliant. There is no VoIP service in their area at this time.
Dickinson	Phase II completed in 2005. Their system is capable of receiving VoIP calls.
Eaton	Phase II compliant. No information available on the status of VoIP in this county.
Emmet	Phase II compliant. They have deployed with 5 VoIP providers.
Genesee	Phase II compliant. They are receiving VoIP calls from 3 carriers.
Gladwin	Phase II complaint. VoIP testing ongoing with providers.
Gogebic	Phase II compliant. Negaunee Regional Dispatch has deployed VoIP in April 2007.
Grand Traverse	Phase II compliant. They began receiving VoIP calls in the last quarter of 2006.
Gratiot	Phase II complaint. They are conducting VoIP testing with technicians.
Hillsdale	Phase II compliant. They have tested VoIP with Vonage and are functional. Charter Communications has VoIP service in Hillsdale but no testing has occurred at this time.
Houghton	Phase II compliant. Houghton County deployed VoIP in April 2007.
Huron	Phase II compliant. They are reporting limited VoIP calls – 2-3 per month.
Ingham	Phase II compliant in Lansing and East Lansing. They have deployed VoIP with a number of providers and are receiving calls.

Ionia	Phase II compliant. They have deployed Vonage in 2006.
Iosco	Phase II compliant. All cell companies are being received as Phase II. They received 5 VoIP calls.
Iron	Phase II compliant. They have been contacted by two VoIP carriers. System seems to be working well.
Isabella	Phase II compliant. They are live with Vonage for VoIP service.
Jackson	Phase II compliant. No information available on status of VoIP in this county.
Kalamazoo	Phase II compliant. They are not yet deployed with VoIP.
Kalkaska	Phase II compliant. They have completed deployment of VoIP.
Kent	Phase II compliant. Not able to give an accurate VoIP status at this time.
Keweenaw	Phase II compliant. There are limited VoIP test calls being made.
Lake	Phase II compliant. They have deployed VoIP with 6 providers.
Lapeer	Phase II compliant. Several companies have tested and they are receiving calls with valid ALI/ANI and call back.
Leelanau	Phase II compliant. They have been working with VoIP providers. Most of the testing is successfully completed.
Lenawee	Phase II compliant. Unknown in 2006 – the county government is going to the system in 2007.
Livingston	Phase II compliant. Livingston County is deployed with VoIP.
Luce	Phase II compliant. VoIP deployed for Luce County on April 16, 2007.
Mackinac	Phase II compliant. They deployed VoIP in April 2007.
Macomb	Phase II compliant. No information available on the status of VoIP in this county.
Manistee	Phase II compliant. They have not received any VoIP calls but are working with Intrado to implement this service.
Marquette	Phase II compliant. There has been no VoIP deployment.
Mason	Phase II compliant. They are 100% compliant with VoIP and have been receiving calls since 2006.
Mecosta	Phase II compliant. They have completed VoIP deployment with Vonage and Level 3.
Menominee	Phase II compliant. They deployed VoIP with two carriers in 2006.
Midland	Phase II compliant. They anticipate the implementation of Phase II w/Cingular the first quarter of 2007. Midland has tested and deployed with Vonage. Other VoIP providers have deployed with no notification or testing with their PSAP.
Missaukee	Phase II compliant. They are in the testing phase of VoIP.
Monroe	Phase II compliant. They have also deployed Metro PCS both Phase I and Phase II. No information available on the status of VoIP in this county.
Montcalm	Phase II compliant. VoIP service has been deployed in this county.
Montmorency	Phase II compliant but having some issues with rebidding. No information available on the status of VoIP in this county.
Muskegon	Phase II compliant. Status of VoIP is unknown.
Newaygo	Phase II compliant. They are in the process of deploying VoIP.
Oakland	Phase II compliant. All known VoIP providers partnered with CLECs or ILECs are deployed and tested with ongoing MSAG verification tasks.
Oceana	Phase II compliant. They are 100% compliant with VoIP and have been receiving calls since 2006.
Ogemaw	Phase II compliant. They are in the process of implementing a new CAD system. Upon completion, Ogemaw County will be able to map Phase II calls. They have received 27 VoIP calls.
Ontonagon	Phase II compliant. Negaunee Regional Dispatch deployed VoIP in April 2007.
Osceola	Phase II compliant. They have completed VoIP deployment with Vonage and Level 3.
Oscoda	Phase II compliant. VoIP ESN in place and are receiving calls.
Otsego	Phase II compliant. They continue to work with Vonage to provide VoIP in this county.
Ottawa	Phase II compliant. They have deployed VoIP with a number of providers.
Presque Isle	Phase II compliant. No information available on the status of VoIP in this county.
Roscommon	Phase II compliant. No information available on the status of VoIP in this county.

Saginaw	Phase II compliant. Completed VoIP deployment with Vonage. They have not deployed with any other VoIP providers.
Saint Clair	Phase II compliant. They continue to move forward with identifying VoIP ESN's for the county.
Saint Joseph	Phase II compliant. They have deployed VoIP with Vonage.
Sanilac	Phase II compliant. Vonage and HBS have successfully tested VoIP in this county.
Schoolcraft	Phase II compliant. VoIP was deployed through Negaunee Regional Dispatch in April 2007.
Shiawassee	Phase II has been totally implemented since 2003-2004. They are receiving VoIP calls from Charter and Vonage.
Tuscola	They are compliant with Phase II providers and are VoIP deployed.
Van Buren	Phase II compliant. They completed VoIP deployment with Vonage in 2006. Van Buren county is continuing work with Comcast and OnStar to implement calls to them.
Washtenaw	Phase II compliant. They are in the process of deployment and testing of VoIP with a variety of providers.
Wayne-Detroit	Phase II compliant. Detroit is receiving VoIP calls, however, the number of calls is not reported.
Wayne-D. River	Phase II compliant. They have had several reports of VoIP calls and have trained all 9-1-1 centers in this Service District that they should expect an increase in VoIP calls and the limited information that they include.
Wayne-Eastern	Phase II complaint. They are in the process of capability.
Wayne-Western	Phase II compliant. They have begun deployment of VoIP in their various communities.
Wexford	Phase II complaint. On site 9-1-1 equipment updated to accept VoIP calls in 2006.

Note: VoIP information is provided as an update. VoIP deployments (Vonage and other VoIP companies) has been occurring throughout the state, however, VoIP deployment information was voluntary data for reporting purposes.

Emergency Telephone Service Committee
2007 Report to the Michigan Legislature
DISTRIBUTION OF WIRELESS FUNDS TO COUNTIES
(EQUAL & PER CAPITA)
INCLUDES PAYMENTS: October 2006 – July 2007

County	Net Payment
Alcona	99,066
Alger	97,057
Allegan	200,744
Alpena	120,274
Antrim	111,394
Arenac	105,073
Baraga	95,850
Barry	147,809
Bay	205,605
Benzie	103,698
Berrien	262,206
Branch	135,939
Calhoun	235,725
Cass	141,693
Charlevoix	114,620
Cheboygan	115,008
Chippewa	128,098
Clare	120,208
Clinton	156,466
Crawford	101,831
Delta	128,073
Dickinson	116,116
Eaton	198,569
Emmet	120,408
Genesee	558,426
Gladwin	114,547
Gogebic	105,182
Grand Traverse	170,428
Gratiot	132,148
Hillsdale	136,739
Houghton	125,362
Huron	125,431
Ingham	388,793
Ionia	152,963
Iosco	115,972
Iron	100,602
Isabella	154,947
Jackson	257,843
Kalamazoo	344,623
Kalkaska	104,318
Kent	707,986
Keweenaw	88,873

County	Net Payment
Lake	98,648
Lapeer	181,521
Leelanau	109,240
Lenawee	193,473
Livingston	256,250
Luce	93,985
Mackinac	99,308
Macomb	939,396
Manistee	112,929
Marquette	156,336
Mason	116,984
Mecosta	130,273
Menominee	113,793
Midland	176,077
Missaukee	102,052
Monroe	244,340
Montcalm	152,691
Montmorency	97,547
Muskegon	270,590
Newaygo	138,196
Oakland	1,378,818
Oceana	115,468
Ogemaw	109,810
Ontonagon	94,845
Osceola	111,489
Oscoda	96,576
Otsego	111,601
Ottawa	344,311
Presque Isle	101,980
Roscommon	113,948
Saginaw	313,712
St. Clair	264,134
St. Joseph	153,943
Sanilac	134,596
Schoolcraft	96,019
Shiawassee	163,970
Tuscola	149,444
Van Buren	168,923
Washtenaw	435,717
Wayne	2,317,179
Wexford	119,376
TOTAL	\$17,926,201

				MICHIGAN E9-1-1 SERVICE									
				STATUS REPORT FOR PHASE II - August 2007									
	ALLTEL	Dobson	AT&T	Centennial	Nextel	Cellular One	Sprint	T-Mobile	Verizon	Cingular	Metro PCS	Other	
Counties													
Alcona	Y 3/04	Y 4/05	X	X	Y 2/05	X	X	X	X	X	X		
Alger	Y 4/05	Y 5/04	Y 6/07	X	X		X	X	X	X	X		
Allegan	Y 8/04	X	Y 9/04	Y 3/05	Y 7/04	X	Y 7/04	Y 3/05	Y 8/05	X	X		
Alpena	Y 4/04	Y 8/05	X	X	Y 9/04	Y 8/04	X	X	X	Y 8/06	X		
Antrim	Y 5/06	Y 7/05	X	X	Y 6/05	X	Y 2/05	X	Y 3/07	X	X		
Arenac	Y 4/04	Y 8/05	X	Y 7/04	Y 5/04	X	Y 6/04	X	X	Y 4/04	X		
Baraga	Y 2/04	Y 7/05	X	X	X	X	X	X	X	X	X		
Barry	Y 6/04	X	Y 7/05	Y 8/04	Y 3/04	X	X	X	Y 10/04	Y 7/05	X		
Bay	Y 8/04	Y 1/07	Y 8/04	X	Y 3/04	X	Y 6/04	Y 1/05	Y 12/05	X	X		
Benzie	Y 6/05	Y 6/05	X	X	Y 6/05	Y 6/05	Y 6/05	X	X	X	X		
Berrien	Y 1/06	X	X	Y 8/05	Y 11/05	X	Y 8/05	Y 8/05	X	P 10/07	X		
Branch	Y 2005	X	X	Y 2004	Y 2004	X	Y 2005	X	X	X	X		
Calhoun	Y 1/05	X	X	Y 4/06	Y 1/03	X	Y 9/06	X	Y 9/05	Y 5/06	X		
Cass	Y 11/05	X	X	Y 2/06	Y 12/05	X	Y 2/06	Y 8/06		Y 7/06	X		
Charlevoix	Y 5/04	Y 6/06	X	X	Y 4/04	X	P 12/07	X	P 8/07	X	X		
Cheboygan	Y 5/04	Y 6/06	X	X	Y 4/04	X	P 12/07	X	Y 3/07	X	X		
Chippewa	Y 9/04	Y 6/05	X	X	X	X	Y 6/05	X	X	X	X		
Clare	Y 5/04	Y 5/04	X	Y 5/04	Y 5/04	X	Y 5/04	X	Y 5/04	X	X		
Clinton	Y 1/04	X	Y 1/05	Y 1/06	Y 7/04	X	Y 7/04	Y 1/05	Y 5/04	Y 1/05	X		
Crawford	Y 3/04	Y 2005	X	X	Y 2004	X	Y 11/04	X	X	X	X		
Delta	Y 10/04	Y 10/04	X	X	X	X	X	X	X	X	X		
Dickinson	Y 7/04	Y 12/04	X	X	X	X	X	X	X	X	X	* Cell Com Y 8/05	
Eaton	Y 4/04	X	Y 9/04	Y 5/06	Y 3/04	X	Y 4/04	Y 2/05	Y 5/04	X	X		
Emmet	Y 5/04	Y 7/06	X	X	Y 4/04	X	P 12/07	X	Y 3/07	X	X		
Genesee	X	X	Y 2003	X	Y 2003	X	Y 2003	Y 2003	Y 2003	Y 2003	X		
Gladwin	Y 8/05	Y 4/05	X	Y 8/05	Y 6/05	X	X	X	X	X	X		
Gogebic	Y 7/04	R 2/04	X	X	X		X	X	X	X	X		
Grand Traverse	Y 11/06	Y 7/06	X	X	Y 1/06	X	Y 12/05	X	Y 1/07	X	X		
Gratiot	Y 2/06	Y 1/06	X	Y 4/06	Y 1/06	X	Y 4/06	X	Y 12/05	Y 2/07	X		
Hillsdale	Y 11/04	X	X	Y 2/05	Y 12/04	X	Y 12/04	Y 2/05	X	Y 1/07	X		
Houghton	Y 5/04	Y 6/05	X	X	X	X	X	X	X	X	X	Cell Com Y 7/05	

				MICHIGAN E9-1-1 SERVICE							X		
				STATUS REPORT FOR PHASE II - August 2007							X		
	ALLTEL	Dobson	AT&T	Centennial	Nextel	Cellular One	Sprint	T-Mobile	Verizon	Cingular	X	Other	
Huron	X	Y 4/05	X	X	Y 3/04	X	X	X	X	X	X	Thumb Cellular - Y 5/04	
Ingham LC	Y 9/03	X	Y 10/03	Y 12/05	Y 8/03	X	Y 12/03	Y 1/04	Y 9/03	X	X		
Ingham EL	Y 12/05	X	X	Y 2/06	Y 2/05	X	Y 2/06	Y 5/05	Y 5/05	Y 6/05	X		
Ionia	Y 8/04	X	Y 4/04	Y 1/06	Y 1/04	X	Y 6/04	Y 1/05	Y 11/03	X	X		
Iosco	Y 2/04	Y 6/05	X	Y 4/04	Y 12/04	X	X	X	X	X	X		
Iron	Y 7/04	R 1/04	X	X	X	X	X	X	X	X	X		
Isabella	Y 10/04	R 4/04	X	Y 4/06	Y 10/04	X	X	X	Y 11/05	X	X		
Jackson	Y 7/04	X	Y 2005	Y 5/05	Y 4/04	X	Y 8/04	Y 4/05	X	Y 2005	X	* Cricket Y 7/04	
Kalamazoo	Y 6/04	X	X	Y 3/05	Y 3/04	X	Y 5/04	Y 5/04	Y 9/05	Y 8/06	X		
Kalkaska	Y 4/05	Y 7/05	X	X	Y 1/05	X	Y 7/05	X	X	X	X		
Kent	Y 10/05	X	X	X	Y 12/05	X	Y 12/05	Y 12/05	Y 12/05	Y 12/05	X		
Keweenaw	X	X	X	X	X	Y 7/05	X	X	X	X	X	PriceCellular Y -8/04	
Lake	Y 4/04	Y 4/05	X	X	Y 1/05	X	X	X	X	R 10/05	X		
Lapeer	X	X	Y 8/05	X	Y 8/05	X	Y 8/05	Y 8/05	Y 8/05	Y 9/05	X		
Leelanau	Y 2/05	Y 6/05	X	X	Y 3/05	X	X	X	X	X	X		
Lenawee	Y 4/05	X	X	Y 5/05	Y 4/05	X	Y 4/05	Y 6/05	X	Y 5/05	X		
Livingston	X	X	Y 2/04	X	Y 5/04	X	Y 5/05	Y 1/05	Y 4/04	Y 2/04	Y 9/06		
Luce	Y 6/04	X	X	X	X	Y 12/04	X	X	X	X	X		
Mackinac	Y 3/04	R 2/04	X	X	Y 5/05	X	Y 3/05	X	X	X	X		
Macomb	X	X	Y 9/06	X	Y 6/05	X	Y 10/05	Y 9/05	Y 6/05	Y 9/06	Y 8/06		
Manistee	Y 5/07	R 1/07	X	X	P 1/08	X	Y 11/04	X	X	X	X	SBC Y 1/03	
Marquette	Y 7/04	Y 6/05	X	X	X	X	X	X	X	X	X	Cell Com Y 6/05	
Mason	Y 11/04	Y 5/05	X	X	Y 2/04	X	Y 7/05	X	Y 5/04	X	X		
Mecosta	Y 9/04	Y 9/05	X	Y 12/04	Y 10/04		Y 12/04	X	Y 12/05	X	Y 12/05		
Menominee	Y 9/04	R 1/04	X	X	X	X	Y 1/06	X	X	X	X	* Cell Com R 1/05	
Midland	Y 7/04	Y 7/05	X	X	Y 9/04	X	Y 9/04	X	Y 8/04	Y 2/207	X		
Missaukee	Y 2005	Y 2005	X	X	Y 2005	X	X	X	X	X	X		
Monroe	Y 8/04	X	Y 8/04	X	Y 3/04	X	Y 5/04	Y 8/05	Y 7/04	Y 6/04	Y 8/06		
Montcalm	Y 4/05	Y 7/05	Y 4/05	X	Y 4/05	X	Y 4/05	Y 4/05	X	X	X		
Montmorency	Y 7/04	X	X		Y 6/05	Y 2004	X	X	X	X	X		
Muskegon	Y 3/05	Y 6/05	Y 5/05	X	Y 3/05	X	Y 4/05	X	Y 6/05	Y 5/05	X		
Newaygo	Y 7/05	Y 6/06	X	Y 10/04	Y 6/07	X	Y 6/07	X	X	X	X		
Oakland	X	X	X	X	Y 10/05		Y 3/05	Y 11/05	Y 11/05	Y 2/06	Y 7/06		
Oceana	Y 11/04	Y 5/05	X	X	Y 2/04	X	Y 7/05	X	Y 5/04		X		
Ogemaw	Y 7/05	Y 7/05	X	Y 7/05	Y 7/05	X	Y 7/05	X	Y 7/05	Y 7/05	X	* Cricket Y 7/05	

				MICHIGAN E9-1-1 SERVICE									
				STATUS REPORT FOR PHASE II - August 2007									
	ALLTEL	Dobson	AT&T	Centennial	Nextel	Cellular One	Sprint	T-Mobile	Verizon	Cingular		Other	
Ontonagon	Y 9/04	Y 6/04	X	X	X	X	X	X	X	X	X		
Osceola	Y 9/04	Y 9/05	X	Y 12/04	Y 10/04	X	Y 12/04	X	Y 12/05	X	X		
Oscoda	Y 6/04	Y 6/04	X	X	X	X	X	X	X	X	X		
Otsego	Y 4/04	R 11/03	X	X	Y 6/04	X	X	X	X	X	X		
Ottawa	Y 3/04	X	Y 5/04	Y 5/06	Y 7/03	X	Y 1/03	Y 2/05	Y 11/04	Y 8/06	X		
Presque Isle	Y 5/05	X	X	X	Y 11/06	Y 8/05	Y 11/06	X	X	X	X		
Roscommon	Y 3/04	R 10/03	X	R 4/05	Y 2004	X	Y 2005	X	X	X	X		
St Clair County	X	X	Y 10/05	X	Y 5/05	X	Y 6/05	Y 10/05	Y 5/05	Y 10/05	X		
St Joseph	Y 6/03	X	X	Y 8/03	Y 5/03	X	Y 2/04	Y 4/05	X	X	X		
Saginaw	Y 6/04	Y 12/04	Y 4/04	X	Y 9/03	X	Y 5/05	Y 5/03	Y 9/03	X	X		
Sanilac	X	Y 7/05	X	X	Y 5/04	X	X	X	X	X	X	* Thumb Y 5/04	
Schoolcraft	Y 3/04	Y 3/04	X	X	X	X	X	X	X	X	X		
Shiawassee	X	X	Y 1/04	X	Y 8/03	X	Y 3/04	Y 1/05	Y 10/03	Y 8/03	X		
Tuscola	X	Y 4/05	X	X	Y 3/04	X	X	X	X	X	X	* Thumb Y 5/04	
VanBuren	Y 3/04	X	Y 9/04	Y 2/04	Y 2/04	X	Y 6/04	Y 2/05	Y 9/06	X	X		
Washtenaw	X	X	X	X	Y 6/05	X	Y 6/05	Y 8/05	Y 5/05	Y 6/05	Y 9/06		
Wayne-Detroit	X	X	Y 6/06	X	Y 4/06	X	Y 3/06	Y 1/06	Y 2/06	Y 6/06	Y 8/06		
Wayne -CEW	X	X	X	X	Y 9/06	X	Y 11/05	Y 12/05	Y 2/06	Y 3/06	X		
Downriver	X	X	X	X	Y 3/06	X	Y 12/05	Y 12/05	Y 2/06	Y 4/06	X		
Wayne -CWW	X	X	Y 5/06	X	Y 12/05	X	Y 1/06	Y 12/05	Y 2/06	Y 5/06	Y 10/06		
Wexford	Y 11/05	Y 7/05	X	X	Y 11/05	X	Y 10/05	X	X	X	X		
X = Wireless carrier does not have service in this county													
P = Implementation date projected (date included)													
Y= Implemented with wireless carrier (date included)													
R= Requested Phase II - no specific deployment date available													
Other = Other wireless carriers													



BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE ALLOWABLE OR DISALLOWABLE (as approved by the ETSC on 6/21/2005):

**ALLOWABLE WIRELESS and WIRELINE
9-1-1 SURCHARGE EXPENDITURES**

Personnel Costs directly attributable to the delivery of 9-1-1 service (i.e.; directors, supervisors, dispatchers, call-takers, technical staff, support staff):

Salaries, MSAG Coordination, Uniforms,
Fringe Benefits, Addressing/Database, EAP

Note: If 9-1-1 staff serves dual functions (i.e.; a director who is also in charge of Emergency Management, a dispatcher who is also a police officer) then only those portions of personnel costs attributable to their 9-1-1 functions should be allowable.

Facility Costs of the dispatch center directly attributable to the delivery of 9-1-1 service:

Capital improvements for construction, remodeling, or expansion of dispatch center
Electrical/Heat/AC/Water
Fire Suppression System
Cleaning, Maintenance, Trash Removal
Telephone
Generator/UPS and Grounding
Insurance
Office Supplies
Printing and copying
Furniture

Note: If a shared facility, only those portions of facility costs attributable to the 9-1-1 functions should be allowable.

Training and Memberships directly related to 9-1-1 service:

On the job training
Vendor provided training
Conferences
Travel and lodging as necessary
Membership in associations (APCO, NENA, etc)

THE BELOW DISALLOWABLE EXPENSES ARE MEANT TO SERVE AS EXAMPLES ONLY – PLEASE REFER TO THE ETSC APPEALS PROCESS FOR QUESTIONS.

Personnel Costs of law enforcement, fire, and EMS responders, emergency management staff, shared support or technical staff, except for portions of time directly functioning as 9-1-1 allowable staff.

Facility Costs of law enforcement, fire, EMS, emergency management, or other municipal facilities, except for that portion housing the 9-1-1 center or back up center, or leased to the 9-1-1 center for allowable training or meeting facilities.

Capital costs and furnishing for facilities for which the primary purpose is other than 9-1-1 (i.e.; a conference room used primarily for the City Council but occasionally leased/loaned to the 9-1-1 center for meetings).

Training for staff not involved directly in the delivery of 9-1-1 service, or for any staff for courses not directly attributable to 9-1-1 or dispatching services. **Memberships** for staff not involved directly in the delivery of 9-1-1 service, or for associations with a primary purpose other than public safety communications (i.e., sheriff's associations, police or fire chief associations, etc.)

**ALLOWABLE WIRELESS and WIRELINE
9-1-1 SURCHARGE EXPENDITURES**

Hardware, software, connectivity and peripherals directly attributable to the delivery of 9-1-1 service:

Customer Premise Equipment
Remote CPE Hardware/Modems
Computer-Aided Dispatch
Radio system (consoles, infrastructure, field equipment)
LEIN costs for dispatch purposes
Paging System, pagers and related costs
Voice logging equipment
Mobile Data Systems
GIS/Mapping Systems/AVL Systems
Alarms/Security Systems
Connectivity for any of the above
Maintenance and service agreements of above
Software licensing of the above
Associated database costs

Vehicle costs (staff vehicle, pool car, mileage reimbursement, fuel, etc.) directly attributable to the delivery of 9-1-1 service:

Travel for meetings, training, conferences
Travel for MSAG verification and testing
Travel for 9-1-1 Public Education purposes

Professional Services

Attorneys Consultants Insurance
Architects Auditor

Public Information/Education Expenses directly attributable to the delivery of 9-1-1 service.

Miscellaneous

**DISALLOWED WIRELESS and WIRELINE
9-1-1 SURCHARGE EXPENDITURES**

Hardware, software, connectivity and peripherals not attributable to the delivery of 9-1-1 service:

Law Enforcement Record Management Systems
Fire Records Management Systems
EMS Records Management Systems
Jail Records Management Systems
LEIN costs for non-9-1-1 functions (e.g., Records unit)
Word processing, databases, etc. not directly attributable to 9-1-1 service
GIS not directly related to the delivery of 9-1-1 service
Court Information Systems
Connectivity for any of the above
Maintenance and service agreements for any of the above
Software licensing for any of the above

Vehicle costs (fleet vehicle, pool car, mileage reimbursement, etc.) for law enforcement, fire, or EMS responders, such as patrol cars, fire apparatus, ambulances, etc.

Professional Services not directly attributable to the delivery of 9-1-1 service.

Public Information not directly attributable to the delivery of 9-1-1 service.

Miscellaneous:

Road Signs/Addressing Implements

**Emergency Telephone Service Committee
Appeals Process for Challenges to
Unallowable Expenditures of 9-1-1 Surcharge Funds**

The following appeals process for challenges to unallowable expenditures of wireless funds by a county was approved by the Emergency Telephone Service Committee (ETSC) at its March 22, 2005 meeting:

1. A county or PSAP (primary public safety answering point) with questions or challenges regarding allowable/disallowable 9-1-1 expenditures should be directed to the State 9-1-1 Administration office.

2. **Questions** that cannot be resolved or answered through the State 9-1-1 Administration office will be directed to the ETSC Certification Subcommittee

A. The Certification Subcommittee will review the **question** and provide a response within 90 days.

3. **Challenges** to the Allowable/Disallowable Expenditures List may be brought directly to the Certification Subcommittee. Advance notice and supporting information is to be provided to the State 9-1-1 Administration Office five (5) business days in advance of the Certification Subcommittee meeting.

4. If the party posing the **question** or making the **challenge** desires to appeal the Certification Subcommittee's decision, an appeal of the issue may be brought before the entire ETSC for consideration. An advance notice of the appeal is to be made within five (5) business days prior to the ETSC meeting. Any relative documentation is to be provided at that time.

5. The ETSC will review the appeal and rule accordingly by its next regular quarterly meeting.

PUBLIC SAFETY ANSWERING POINT (PSAP) PAYMENT HISTORY

NAME	August 31, 2001		March 2 5, 2002		May 9, 2003		November 7, 2003		May 6, 2004		November 12,2004		May 23, 2005		Refunds Received	November 16, 2005	
	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment		FTE	Payment
Albion Department of Public Safety			3	1,276	3	1,152	3	925	3	577	3	578	4	1,129		4	1,165
Alcona County 911	5	1,160	6	2,552	7	2,687	7	2,159	7	1,345	7	1,350	7	1,976		7	2,038
Alger County E911	8	1,857	8	3,402													
Allegan County Central Dispatch	18	4,177	18	7,655	19	7,294	19	5,860	19	3,652	19	3,663	18	5,081		18	5,241
Allen Park Police Department	11	2,553							3	577	3	578	3	847		3	874
Alpena County Central Dispatch	9	2,089	9	3,828	10	3,839	10	3,084	10	1,922	10	1,928	9	2,540		9	2,621
Ann Arbor Police Department	22	5,106	22	9,356	21	8,062	21	6,477	18	3,460	18	3,471	19	5,363		19	5,533
Antrim County Central Dispatch Center	11	2,553	10	4,253	9	3,455	9	2,776	9	1,730	9	1,735	7	1,976		7	2,038
Arenac County Central Dispatch	6	1,392	6	2,552	7	2,687	7	2,159	7	1,345	7	1,350	8	2,258		8	2,330
Auburn Hills Police Department			6	2,552	8	3,071	8	2,467	9	1,730	9	1,735	10	2,823		10	2,912
Barry County Central Dispatch	13	3,017	13	5,529	13	4,991	13	4,010	13	2,499	13	2,507	14	3,952		14	4,077
Bay County 911 Central Dispatch	24	5,570	25	10,632	22	8,446	22	6,785	23	4,421	23	4,435	23	6,492		23	6,697
Belding Area Dispatch Center					4	1,536	4	1,234	4	769	4	771	4	1,129		4	1,165
Benton Township Police Department					6	2,303	6	1,851	5	961	5	964	5	1,411		5	1,456
Benton Harbor Police Department					8	3,071	8	2,467	9	1,730	9	1,735	9	2,540		9	2,621
Benzie County Sheriff Department	8	1,857			4	1,536	4	1,234									
Berkley Department of Public Safety	5	1,160	5	2,126	4	1,536	4	1,234									
Berrien County Sheriff's Department	19	4,410			23	8,830	23	7,094	12	2,307	12	2,314	11	3,105		11	3,203
Beverly Hills Public Safety Department	6	1,392	3	1,276	4	1,536	4	1,234	4	769	4	771	4	1,129	(679.09) 07	4	1,165
Birmingham Police Department	7	1,625	7	2,977	7	2,687	7	2,159	7	1,345	7	1,350	6	1,694		6	1,747
Bloomfield Hills Public Safety Department	6	1,392	4	1,701	4	1,536	4	1,234	3	577	3	578	4	1,129		4	1,165
Bloomfield Township Police Department	15	3,481	16	6,805	13	4,991	13	4,010	11	2,114	11	2,121	11	3,105		11	3,203
Branch County 911/central Dispatch	13	3,017	12	5,103					12	2,307	12	2,314	12	3,387		12	3,494
Brownstown Police Department	8	1,857															
Calhoun County Central Communication 911			25	10,632													
Canton Township Department of Public Safety	13	3,017			10	3,839	10	3,084	13	2,499	13	2,507	12	3,387		12	3,494
Cass County Sheriff Department	10	2,321	10	4,253	10	3,839	10	3,084	8	1,538	8	1,542	9	2,540		9	2,621
CCE Central Dispatch Authority	20	4,642	18	7,655	18	6,910	18	5,552	17	3,268	17	3,278					
Center Line Public Safety Department	5	1,160	3	1,276	5	1,920	5	1,542					3	847		3	874
Central Dispatch Network (Belleville/Sumpter	7	1,625	8	3,402	8	3,071	8	2,467	7	1,345	7	1,350	7	1,976		7	2,038
Central Michigan University																	
Chelsea Police Department																	
Chesterfield Twp Police Department	6	1,392	6	2,552					8	1,538	8	1,542	9	2,540		9	2,621
Chippewa County Central Dispatch	11	2,553	11	4,678	11	4,223	11	3,393	11	2,114	11	2,121	10	2,823		10	2,912
Clare County Central Dispatch	9	2,089			9	3,455	9	2,776	9	1,730	9	1,735	8	2,258		8	2,330
Clawson Police Department	7	1,625	3	1,276											(1,309.00) 07		
Clay Township					5	1,920	5	1,542	5	961	5	964	5	1,411		5	1,456
Clinton County Central Dispatch	12	2,785	11	4,678	12	4,607	12	3,701	12	2,307	12	2,314	11	3,105		11	3,203
Clinton Township Police Department	13	3,017	12	5,103	13	4,991	13	4,010	12	2,307	12	2,314	13	3,670		13	3,785
Crawford Emergency Central Dispatch	6	1,392	7	2,977	7	2,687	7	2,159	7	1,345	7	1,350	7	1,976		7	2,038
Dearborn 911 Communications	22	5,106	22	9,356	21	8,062	21	6,477	21	4,036	21	4,049	20	5,645		20	5,824
Dearborn Heights Police Department	15	3,481							14	2,691	14	2,699	12	3,387		12	3,494
Delta County Central Dispatch	9	2,089	8	3,402	8	3,071	8	2,467	8	1,538	8	1,542					
Detroit Emergency Telephone District	111	25,761	188	79,955	186	71,407	186	57,368	125	24,026	125	24,101	117	33,026		117	34,069
Dickinson County Central Dispatch	9	2,089			9	3,455	9	2,776	8	1,538	8	1,542	8	2,258		8	2,330
East Lansing Police Department	15	3,481	16	6,805													
Eastern Michigan University Police Department					4	1,536	4	1,234	4	769	4	771	4	1,129		4	1,165
Eaton County Central Dispatch	24	5,570	25	10,632	24	9,214	24	7,402	26	4,997	26	5,013	25	7,057		25	7,280
Ecorse Police/Ecorse Fire	9	2,089															
Farmington Department of Public Safety			4	1,701	5	1,920	5	1,542	4	769	4	771	5	1,411		5	1,456
Farmington Hills Police Department	21	4,874	20	8,506	19	7,294	19	5,860	18	3,460	18	3,471	20	5,645		20	5,824
Fenton Police Department			4	1,701	5	1,920	5	1,542	5	961	5	964	5	1,411		5	1,456
Ferndale Police Department					10	3,839	10	3,084	4	769	4	771					
Flat Rock Police Department									1	192	1	193	2	565		2	582
Flint 911					28	10,749	28	8,636	26	4,997	26	5,013	25	7,057		25	7,280

PUBLIC SAFETY ANSWERING POINT (PSAP) PAYMENT HISTORY

NAME	August 31, 2001		March 2 5, 2002		May 9, 2003		November 7, 2003		May 6, 2004		November 12,2004		May 23, 2005		Refunds Received	November 16, 2005	
	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment		FTE	Payment
Fraser Department of Public Safety	8	1,857	7	2,977					7	1,345	7	1,350	7	1,976		7	2,038
Garden City Police Department			5	2,126	6	2,303	6	1,851	7	1,345	7	1,350	6	1,694		6	1,747
Genesee County 911 Authority	33	7,659	33	14,035	33	12,669	33	10,178	34	6,535	34	6,556	33	9,315		33	9,609
Gilbralter Police Department	5	1,160	4	1,701	4	1,536	4	1,234					1	282		1	291
Gladwin County Central Dispatch	9	2,089	9	3,828	9	3,455	9	2,776	9	1,730	9	1,735	10	2,823	(1,249.92) 07	10	2,912
Grand Rapids Police Dept Communications Bureau					28	10,749	28	8,636									
Grand Traverse Central Dispatch	17	3,945	17	7,230	16	6,143	16	4,935									
Grandville Police Department					4	1,536	4	1,234	5	961	5	964	5	1,411	(6,098.70) 07	5	1,456
Gratiot County Central Dispatch	7	1,625	4	1,701	4	1,536	4	1,234	5	961	5	964	4	1,129		4	1,165
Greenville Public Safety	5	1,160			5	1,920	5	1,542	5	961	5	964	4	1,129		4	1,165
Grosse Ile Township Police Department	4	928			5	1,920	5	1,542					5	1,411		5	1,456
Grosse Pointe City DPS	4	928	4	1,701	4	1,536	4	1,234	4	769	4	771	4	1,129		4	1,165
Grosse Pointe Farms					6	2,303	6	1,851									
Grosse Pointe Park Department of Public Safety					4	1,536	4	1,234	4	769	4	771	4	1,129		4	1,165
Grosse Pointe Shores DPS	3	696							4	769	4	771	4	1,129		4	1,165
Grosse Pointe Woods DPS	4	928	5	2,126	5	1,920	5	1,542	4	769	4	771	4	1,129		4	1,165
Harper Woods Police Department	4	928							4	769	4	771	3	847		3	874
Hazel Park Police Department			9	3,828	9	3,455	9	2,776	3	577	3	578	3	847		3	874
Hillsdale County Central Dispatch	13	3,017	12	5,103	13	4,991	13	4,010	13	2,499	13	2,507	13	3,670		13	3,785
Holly Police Department	4	928	3	1,276	3	1,152	3	925	3	577	3	578					
Houghton County 911/central Dispatch	8	1,857			9	3,455	9	2,776	10	1,922	10	1,928			(4,729.95) 06		
Huron Central Dispatch	10	2,321	10	4,253	10	3,839	10	3,084	10	1,922	10	1,928	10	2,823		10	2,912
Huron Township Police-Fire			5	2,126	5	1,920	5	1,542	5	961	5	964	5	1,411		5	1,456
Ionia County Central Dispatch	14	3,249	14	5,954	14	5,375	14	4,318	14	2,691	14	2,699	14	3,952		14	4,077
Iosco County Central Dispatch	11	2,553	10	4,253	11	4,223	11	3,393					12	3,387		12	3,494
Iron County 911	1	232	9	3,828	9	3,455	9	2,776	9	1,730	9	1,735	9	2,540		9	2,621
Isabella County Central Dispatch	12	2,785	12	5,103	12	4,607	12	3,701	12	2,307	12	2,314	13	3,670		13	3,785
Jackson County Central Dispatch	21	4,874	21	8,931	21	8,062	21	6,477	20	3,844	20	3,856	19	5,363		19	5,533
Kalamazoo DPS	20	4,642							19	3,652	19	3,663					
Kalamazoo Township Police Department									4	769	4	771	4	1,129		4	1,165
Kalkaska County Central Dispatch			7	2,977	7	2,687	7	2,159	6	1,153	6	1,157	6	1,694		6	1,747
Kent County Sheriff Department	26	6,034	25	10,632	25	9,598	25	7,711	23	4,421	23	4,435	25	7,057		25	7,280
Lake County 911 Central Dispatch	10	2,321	9	3,828	9	3,455	9	2,776	9	1,730	9	1,735	6	1,694		6	1,747
Lake Orion Police Department	4	928	4	1,701	4	1,536	4	1,234	5	961	5	964					
Lansing Police Dept/Ingham Cty Central Disp	56	12,996	47	19,989	49	18,812	49	15,113	49	9,418	49	9,448	52	14,678		52	15,142
Lapeer County Central Dispatch	18	4,177	17	7,230	17	6,526	17	5,243	19	3,652	19	3,663	17	4,799		17	4,950
Leelanau County Central Dispatch	8	1,857	6	2,552	8	3,071	8	2,467	6	1,153	6	1,157	10	2,823		10	2,912
Lenawee County Sheriff Department	15	3,481	16	6,805	15	5,759	15	4,626	14	2,691	14	2,699	13	3,670		13	3,785
Livingston County 911 Central Dispatch	23	5,338	24	10,207	25	9,598	25	7,711	24	4,613	24	4,627	28	7,904		28	8,153
Livonia Police Department	10	2,321	9	3,828	9	3,455	9	2,776	8	1,538	8	1,542	9	2,540		9	2,621
Macomb County Sheriff's Department	15	3,481	19	8,081	19	7,294	19	5,860	16	3,075	16	3,085	18	5,081		18	5,241
Madison Heights Police Department	18	4,177			10	3,839	10	3,084	9	1,730	9	1,735	8	2,258		8	2,330
Manistee Co. 911 Central Dispatch									10	1,922	10	1,928	10	2,823		10	2,912
Marquette County Central Dispatch	10	2,321	10	4,253	10	3,839	10	3,084	10	1,922	10	1,928	10	2,823		10	2,912
Marshall City Dispatch			4	1,701	4	1,536	4	1,234	4	769	4	771	4	1,129		4	1,165
Mason-Oceana 911	13	3,017	14	5,954	15	5,759	15	4,626	15	2,883	15	2,892	14	3,952		14	4,077
Meceola Consolidated Central Dispatch Authc	15	3,481	15	6,379	15	5,759	15	4,626	14	2,691	14	2,699	15	4,234		15	4,368
Menominee County 911	9	2,089	9	3,828	9	3,455	9	2,776	9	1,730	9	1,735					
Midland County Central Dispatch Authority	16	3,713	16	6,805	17	6,526	17	5,243	16	3,075	16	3,085	17	4,799		17	4,950
Milan Police Department	5	1,160	4	1,701	5	1,920	5	1,542	5	961	5	964	5	1,411		5	1,456
Milford Police Department	7	1,625	4	1,701	5	1,920	5	1,542					5	1,411		5	1,456
Missaukee County Sheriffs Office	5	1,160	5	2,126	5	1,920	5	1,542					6	1,694		6	1,747
Monroe County Central Dispatch			21	8,931	22	8,446	22	6,785	20	3,844	20	3,856					
Montclam County Central Dispatch	12	2,785	10	4,253	12	4,607	12	3,701	11	2,114	11	2,121					
Montmorency County 911 Sheriff Department	6	1,392	5	2,126					4	769	4	771	4	1,129		4	1,165

PUBLIC SAFETY ANSWERING POINT (PSAP) PAYMENT HISTORY

NAME	August 31, 2001		March 2 5, 2002		May 9, 2003		November 7, 2003		May 6, 2004		November 12,2004		May 23, 2005		Refunds Received	November 16, 2005	
	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment		FTE	Payment
Mt Clemens Police Department	4	928	5	2,126	5	1,920	5	1,542	3	577	3	578					
Muskegon Central Dispatch	24	5,570	23	9,782	23	8,830	23	7,094	21	4,036	21	4,049	21	5,928		21	6,115
Newaygo County 9-1-1 Central Dispatch	11	2,553	11	4,678									11	3,105		11	3,203
Niles Police Department	8	1,857			8	3,071	8	2,467	8	1,538	8	1,542	9	2,540		9	2,621
Northville Police Department	5	1,160	4	1,701	4	1,536	4	1,234	2	384	2	386					
Northville Township Public Safety	9	2,089	8	3,402	8	3,071	8	2,467	6	1,153	6	1,157	8	2,258		8	2,330
Novi Regional Police Department			15	6,379	16	6,143	16	4,935	17	3,268	17	3,278	17	4,799		17	4,950
Oak Park Department of Public Safety	8	1,857	7	2,977	6	2,303	6	1,851	4	769	4	771	5	1,411	(1,411.00) 05		
Oakland County Sheriff Department	41	9,515	39	16,586	41	15,740	41	12,646	42	8,073	42	8,098	41	11,573		41	11,939
Ogemaw County Central Dispatch	6	1,392	7	2,977	7	2,687	7	2,159	7	1,345	7	1,350	6	1,694		6	1,747
Otsego County 911 Dispatch	6	1,392	5	2,126	7	2,687	7	2,159	6	1,153	6	1,157	6	1,694		6	1,747
Ottawa County Central Dispatch	29	6,730	30	12,759	28	10,749	28	8,636	31	5,959	31	5,977	32	9,033		32	9,318
Oxford Police Department	5	1,160	4	1,701	4	1,536	4	1,234	4	769	4	771	5	1,411		5	1,456
Pittsfield Township Public Safety Department	8	1,857	7	2,977	7	2,687	7	2,159	8	1,538	8	1,542	6	1,694	(314.83) 07 (3,831.00) 05	6	1,747
Pleasant Ridge Police Department	3	696	3	1,276	3	1,152	3	925									
Plymouth Community Communications Cente	9	2,089	9	3,828	10	3,839	10	3,084					10	2,823		10	2,912
Pontiac Police Department			19	8,081					20	3,844	20	3,856	18	5,081		18	5,241
Port Huron Police Department	9	2,089	9	3,828	9	3,455	9	2,776	10	1,922	10	1,928	9	2,540		9	2,621
Portage Police Department					10	3,839	10	3,084					9	2,540		9	2,621
Presque Isle County E-911	4	928	5	2,126	5	1,920	5	1,542	4	769	4	771	4	1,129		4	1,165
Redford Police Department			5	2,126	8	3,071	8	2,467	9	1,730	9	1,735	3	847		3	874
Richmond Police Department	4	928	4	1,701					5	961	5	964	5	1,411		5	1,456
River Rouge Police Department	6	1,392															
Riverview Police Department			4	1,701													
Rochester Police Department					5	1,920	5	1,542	5	961	5	964	5	1,411		5	1,456
Rochester Hills Communications Center					9	3,455	9	2,776	10	1,922	10	1,928	10	2,823		10	2,912
Rochester Hills Fire Department	13	3,017	10	4,253													
Rockwood Police Department	6	1,392			6	2,303	6	1,851	4	769	4	771	4	1,129		4	1,165
Romeo Police Department					4	1,536	4	1,234	4	769	4	771	4	1,129		4	1,165
Romulus Police Department	8	1,857	8	3,402									8	2,258		8	2,330
Roscommon County Central Dispatch	11	2,553	9	3,828	9	3,455	9	2,776	10	1,922	10	1,928	10	2,823		10	2,912
Roseville Police Department	9	2,089	8	3,402	8	3,071	8	2,467	9	1,730	9	1,735	5	1,411		5	1,456
Royal Oak Police Department	17	3,945	16	6,805	12	4,607	12	3,701	11	2,114	11	2,121	11	3,105		11	3,203
Saginaw County Central Dispatch	40	9,283	38	16,161	37	14,205	37	11,412	38	7,304	38	7,327	40	11,291		40	11,648
Saline Police Department	4	928	4	1,701	4	1,536	4	1,234	4	769	4	771	4	1,129		4	1,165
Sanilac County Central Dispatch	8	1,857	8	3,402	9	3,455	9	2,776	9	1,730	9	1,735	8	2,258		8	2,330
Shelby Township Police Department	11	2,553	12	5,103					11	2,114	11	2,121	10	2,823		10	2,912
Shiawassee County 911	11	2,553	12	5,103	12	4,607	12	3,701	11	2,114	11	2,121	11	3,105		11	3,203
South Haven Dispatch Center	5	1,160							5	961	5	964	4	1,129		4	1,165
Southgate Police Department					10	3,839	10	3,084					4	1,129		4	1,165
Southfield Department of Public Safety			20	8,506	20	7,678	20	6,169	20	3,844	20	3,856	21	5,928		21	6,115
St Clair County Central Dispatch																	
St Clair Shores Police Department			12	5,103	11	4,223	11	3,393	10	1,922	10	1,928	11	3,105		11	3,203
St Joseph Police Department			3	1,276	3	1,152	3	925	2	384	2	386	3	847		3	874
St. Joseph County Central Dispatch--9-1-1	14	3,249	14	5,954	14	5,375	14	4,318	15	2,883	15	2,892	17	4,799		17	4,950
Sterling Heights Police Department	28	6,498	24	10,207	25	9,598	25	7,711	22	4,229	22	4,242	22	6,210		22	6,406
Sturgis Police Department	5	1,160	4	1,701	4	1,536	4	1,234	3	577	3	578					
Taylor Police Department	13	3,017	21	8,931	24	9,214	24	7,402	16	3,075	16	3,085	16	4,516		16	4,659
Trenton Police Department	8	1,857	8	3,402	8	3,071	8	2,467									
Troy Police Department	22	5,106	19	8,081	20	7,678	20	6,169									
Tuscola County Central Dispatch Authority	10	2,321	11	4,678	11	4,223	11	3,393	11	2,114	11	2,121	12	3,387		12	3,494
University of Michigan Dept. of Public Safety			11	4,678													
Utica Police Department	6	1,392	5	2,126									5	1,411		5	1,456
Van Buren County Central Dispatch	12	2,785	11	4,678	11	4,223	11	3,393	11	2,114	11	2,121	12	3,387		12	3,494
Van Buren Township Public Safety			6	2,552	7	2,687	7	2,159	9	1,730	9	1,735					

PUBLIC SAFETY ANSWERING POINT (PSAP) PAYMENT HISTORY

NAME	August 31, 2001		March 2 5, 2002		May 9, 2003		November 7, 2003		May 6, 2004		November 12,2004		May 23, 2005		Refunds Received	November 16, 2005	
	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment		FTE	Payment
Walker Police Department	6	1,392	6	2,552	6	2,303	6	1,851	6	1,153	6	1,157					
Walled Lake Police Department	5	1,160	5	2,126	6	2,303	6	1,851	6	1,153	6	1,157	5	1,411		5	1,456
Warren Police Department	24	5,570	23	9,782					22	4,229	22	4,242	22	6,210		22	6,406
Washtenaw Central Dispatch	17	3,945	16	6,805	13	4,991	13	4,010					16	4,516		16	4,659
Waterford Township Police Department	15	3,481	15	6,379	15	5,759	15	4,626	15	2,883	15	2,892	13	3,670		13	3,785
Wayne County Central Communications	22	5,106	19	8,081													
Wayne Police Department	7	1,625	6	2,552	7	2,687	7	2,159	8	1,538	8	1,542	8	2,258		8	2,330
West Bloomfield Police Department	16	3,713	16	6,805	16	6,143	16	4,935	15	2,883	15	2,892	14	3,952		14	4,077
Western Michigan University Police Departme	7	1,625	11	4,678	7	2,687	7	2,159	5	961	5	964	4	1,129		4	1,165
Westland Police Department	13	3,017	17	7,230	19	7,294	19	5,860	17	3,268	17	3,278	18	5,081		18	5,241
Wexford County Sheriff/Central Dispatch	9	2,089			10	3,839	10	3,084	9	1,730	9	1,735	9	2,540		9	2,621
White Lake Township Police Department	5	1,160	4	1,701	4	1,536	4	1,234	4	769	4	771	4	1,129		4	1,165
Woodhaven Police Department	6	1,392															
Wyandotte Police Department	7	1,625			9	3,455	9	2,776	5	961	5	964	5	1,411		5	1,456
Wyoming Police Department					17	6,526	17	5,243	10	1,922	10	1,928					
Ypsilanti City Police Department	4	928	3	1,276	3	1,152	3	925	2	384	2	386	2	565		2	582
Subtotal	1,709	396,620	1,725	733,621	1,808	694,110	1,808	557,640	1,662	319,454	1,662	320,440	1,611	454,738	(19,623.49)	1,606	467,659
Michigan State Police		24,368		41,253		38,007		30,535		13,071		13,111					
Total	1,709	420,988 (1)	1,725	774,874 (2)	1,808	732,117 (3)	1,808	588,175 (4)	1,662	332,525 (5)	1,662	333,551 (5)	1,611	454,738 (6)	(19,623.49)	1,606	467,659 (7)

(1)	351,999.02	posted to AY00	(4)	All	posted to AY03	(8)	27,037.99	posted to AY05	Interest on C.C. Charges	
	68,988.98	posted to AY01					484,164.01	posted to AY06	AY 03	300
			(5)	All	posted to AY04				AY 04	200
(2)	512,011.02	posted to AY01				(9)	483,235.99	posted to AY06	AY 05	100
	262,862.98	posted to AY02	(6)	105,624	posted to AY04		46,091.01	posted to AY07	AY 06	200
				349,114	posted to AY05				AY 07	200
(3)	All	posted to AY02	(7)	All	posted to AY05					

Prepared By: Economic and Revenue Forecasting Division, Michigan Department of Treasury

Filename: M:\orta\revshare\CMRS\IP.S.A.P\PSAP Payments.xls]PSAP Payment History
Updated: 6/18/07 2:42 PM
Printed: 7/30/07 10:49 AM

NAME	May 18, 2006		November 17, 2006		June 6, 2007		Total
	FTE	Payment	FTE	Payment	FTE	Payment	
Albion Department of Public Safety	3	1,275	3	1,320	3	1,164	10,561.00
Alcona County 911	7	2,975	7	3,080	8	3,103	24,425.00
Alger County E911							5,259.00
Allegan County Central Dispatch	17	7,224	17	7,480	18	6,982	64,309.00
Allen Park Police Department							5,429.00
Alpena County Central Dispatch					8	3,103	24,954.00
Ann Arbor Police Department							46,828.00
Antrim County Central Dispatch Center	9	3,824	9	3,960	9	3,491	31,791.00
Arenac County Central Dispatch	8	3,400	8	3,520	7	2,715	25,708.00
Auburn Hills Police Department	9	3,824	9	3,960	9	3,491	28,565.00
Barry County Central Dispatch	13	5,524	13	5,720	14	5,430	47,256.00
Bay County 911 Central Dispatch	23	9,774	23	10,120	22	8,533	81,905.00
Belding Area Dispatch Center							6,604.00
Benton Township Police Department					6	2,327	5,768.00
Benton Harbor Police Department							8,946.00
Benzie County Sheriff Department							16,021.00
Berkley Department of Public Safety							6,056.00
Berrien County Sheriff's Department							31,263.00
Beverly Hills Public Safety Department							8,592.91
Birmingham Police Department	6	2,550	6	2,640	7	2,715	23,489.00
Bloomfield Hills Public Safety Department					4	1,552	10,864.00
Bloomfield Township Police Department	12	5,099	12	5,280	12	4,655	44,864.00
Branch County 911/central Dispatch							19,622.00
Brownstown Police Department							1,857.00
Calhoun County Central Communication 911					17	6,594	17,226.00
Canton Township Department of Public Safety	15	6,374	15	6,600	17	6,594	41,395.00
Cass County Sheriff Department	9	3,824	9	3,960	9	3,491	33,013.00
CCE Central Dispatch Authority							31,305.00
Center Line Public Safety Department					3	1,164	8,783.00
Central Dispatch Network (Belleville/Sumpter	7	2,975	7	3,080	6	2,327	25,656.00
Central Michigan University					5	1,939	1,939.00
Chelsea Police Department					6	2,327	2,327.00
Chesterfield Twp Police Department					10	3,879	16,064.00
Chippewa County Central Dispatch	10	4,249	10	4,400	10	3,879	37,345.00
Clare County Central Dispatch	9	3,824	9	3,960	9	3,491	27,648.00
Clawson Police Department							1,592.00
Clay Township	5	2,125	5	2,200	4	1,552	14,131.00
Clinton County Central Dispatch	11	4,674	11	4,840	13	5,042	41,256.00
Clinton Township Police Department	12	5,099	12	5,280	13	5,042	44,618.00
Crawford Emergency Central Dispatch							15,924.00
Dearborn 911 Communications							48,555.00
Dearborn Heights Police Department							15,752.00
Delta County Central Dispatch							14,109.00
Detroit Emergency Telephone District							349,713.00
Dickinson County Central Dispatch	9	3,824	9	3,960			23,772.00
East Lansing Police Department	15	6,374	15	6,600	15	5,818	29,078.00
Eastern Michigan University Police Department					5	1,939	8,543.00
Eaton County Central Dispatch	25	10,624	25	11,000	24	9,309	88,098.00
Ecorse Police/Ecorse Fire							2,089.00
Farmington Department of Public Safety							9,570.00
Farmington Hills Police Department							44,934.00
Fenton Police Department	5	2,125	5	2,200	5	1,939	16,219.00
Ferndale Police Department							8,463.00
Flat Rock Police Department							1,532.00
Flint 911	25	10,624	25	11,000	27	10,473	75,829.00

NAME	May 18, 2006		November 17, 2006		June 6, 2007		Total
	FTE	Payment	FTE	Payment	FTE	Payment	
Fraser Department of Public Safety	6	2,550	6	2,640	7	2,715	19,448.00
Garden City Police Department							12,416.00
Genesee County 911 Authority	34	14,448	34	14,961	35	13,576	119,541.00
Gilbralter Police Department							6,204.00
Gladwin County Central Dispatch	9	3,824	9	3,960	10	3,879	31,761.08
Grand Rapids Police Dept Communications B	39	16,573	39	17,161	39	15,127	68,246.00
Grand Traverse Central Dispatch	15	6,374	15	6,600	15	5,818	41,045.00
Grandville Police Department	4	1,700	4	1,760			4,923.30
Gratiot County Central Dispatch	9	3,824	9	3,960	9	3,491	21,590.00
Greenville Public Safety							8,841.00
Grosse Ile Township Police Department							7,257.00
Grosse Pointe City DPS							9,233.00
Grosse Pointe Farms							4,154.00
Grosse Pointe Park Department of Public Safe	4	1,700	4	1,760	4	1,552	11,616.00
Grosse Pointe Shores DPS							4,530.00
Grosse Pointe Woods DPS							10,350.00
Harper Woods Police Department							4,189.00
Hazel Park Police Department							12,935.00
Hillsdale County Central Dispatch	13	5,524	13	5,720	12	4,655	45,481.00
Holly Police Department							5,436.00
Houghton County 911/central Dispatch							7,208.05
Huron Central Dispatch	10	4,249	10	4,400	10	3,879	35,610.00
Huron Township Police-Fire							10,380.00
Ionia County Central Dispatch	14	5,949	14	6,160	14	5,430	49,854.00
Iosco County Central Dispatch	12	5,099	12	5,280	12	4,655	36,337.00
Iron County 911							18,917.00
Isabella County Central Dispatch	13	5,524	13	5,720	12	4,655	44,171.00
Jackson County Central Dispatch							46,940.00
Kalamazoo DPS					20	7,758	19,715.00
Kalamazoo Township Police Department	4	1,700	4	1,760			7,294.00
Kalkaska County Central Dispatch	6	2,550	6	2,640	6	2,327	21,091.00
Kent County Sheriff Department							57,168.00
Lake County 911 Central Dispatch					8	3,103	22,389.00
Lake Orion Police Department							7,324.00
Lansing Police Dept/Ingham Cty Central Dispa	51	21,672	51	22,441	53	20,558	180,267.00
Lapeer County Central Dispatch	17	7,224	17	7,480	17	6,594	61,538.00
Leelanau County Central Dispatch	10	4,249	10	4,400	8	3,103	29,744.00
Lenawee County Sheriff Department					16	6,206	39,722.00
Livingston County 911 Central Dispatch	27	11,473	27	11,881	28	10,861	92,366.00
Livonia Police Department					11	4,267	24,888.00
Macomb County Sheriff's Department	20	8,499	20	8,800	23	8,921	67,418.00
Madison Heights Police Department	8	3,400	8	3,520	9	3,491	29,564.00
Manistee Co. 911 Central Dispatch							9,585.00
Marquette County Central Dispatch	11	4,674	11	4,840	10	3,879	36,475.00
Marshall City Dispatch					4	1,552	9,857.00
Mason-Oceana 911	14	5,949	14	6,160	14	5,430	50,699.00
Meceola Consolidated Central Dispatch Authc	15	6,374	15	6,600	15	5,818	53,029.00
Menominee County 911					9	3,491	19,104.00
Midland County Central Dispatch Authority	17	7,224	17	7,480	17	6,594	59,494.00
Milan Police Department					4	1,552	12,667.00
Milford Police Department							9,655.00
Missaukee County Sheriffs Office	8	3,400	8	3,520	7	2,715	19,824.00
Monroe County Central Dispatch							31,862.00
Montclam County Central Dispatch	15	6,374	15	6,600	14	5,430	37,985.00
Montmorency County 911 Sheriff Department	4	1,700	4	1,760			10,812.00

NAME	May 18, 2006		November 17, 2006		June 6, 2007		Total
	FTE	Payment	FTE	Payment	FTE	Payment	
Mt Clemens Police Department							7,671.00
Muskegon Central Dispatch	22	9,349	22	9,680	24	9,309	79,742.00
Newaygo County 9-1-1 Central Dispatch							13,539.00
Niles Police Department							15,636.00
Northville Police Department							6,401.00
Northville Township Public Safety	9	3,824	9	3,960	9	3,491	29,202.00
Novi Regional Police Department	17	7,224	17	7,480	16	6,206	54,662.00
Oak Park Department of Public Safety							10,528.00
Oakland County Sheriff Department	41	17,423	41	18,041	41	15,903	145,537.00
Ogemaw County Central Dispatch	8	3,400	8	3,520	8	3,103	25,374.00
Otsego County 911 Dispatch	6	2,550	6	2,640	6	2,327	21,632.00
Ottawa County Central Dispatch	35	14,873	35	15,401	34	13,188	112,623.00
Oxford Police Department							10,038.00
Pittsfield Township Public Safety Department							15,886.17
Pleasant Ridge Police Department							218.00
Plymouth Community Communications Cente	11	4,674	11	4,840	10	3,879	31,968.00
Pontiac Police Department	18	7,649	18	7,920	14	5,430	47,102.00
Port Huron Police Department							21,159.00
Portage Police Department	10	4,249	10	4,400	10	3,879	24,612.00
Presque Isle County E-911							10,350.00
Redford Police Department							12,850.00
Richmond Police Department	5	2,125	5	2,200	5	1,939	13,685.00
River Rouge Police Department							1,392.00
Riverview Police Department							1,701.00
Rochester Police Department					4	1,552	9,806.00
Rochester Hills Communications Center	10	4,249	10	4,400	10	3,879	28,344.00
Rochester Hills Fire Department							7,270.00
Rockwood Police Department							9,380.00
Romeo Police Department	4	1,700	4	1,760			10,064.00
Romulus Police Department							9,847.00
Roscommon County Central Dispatch	11	4,674	11	4,840	11	4,267	35,978.00
Roseville Police Department	5	2,125	5	2,200			21,686.00
Royal Oak Police Department							29,601.00
Saginaw County Central Dispatch	39	16,573	39	17,161			122,365.00
Saline Police Department							9,233.00
Sanilac County Central Dispatch					9	3,491	23,034.00
Shelby Township Police Department	10	4,249	10	4,400	9	3,491	29,766.00
Shiawassee County 911	11	4,674	11	4,840	11	4,267	40,288.00
South Haven Dispatch Center	5	2,125	5	2,200	5	1,939	11,643.00
Southgate Police Department	4	1,700	4	1,760	4	1,552	14,229.00
Southfield Department of Public Safety	20	8,499	20	8,800	22	8,533	67,928.00
St Clair County Central Dispatch					14	5,430	5,430.00
St Clair Shores Police Department	11	4,674	11	4,840	11	4,267	36,658.00
St Joseph Police Department							5,844.00
St. Joseph County Central Dispatch--9-1-1	16	6,799	16	7,040	16	6,206	54,465.00
Sterling Heights Police Department	22	9,349	22	9,680	22	8,533	82,663.00
Sturgis Police Department							6,786.00
Taylor Police Department					6	2,327	46,226.00
Trenton Police Department							10,797.00
Troy Police Department					20	7,758	34,792.00
Tuscola County Central Dispatch Authority	13	5,524	13	5,720	13	5,042	42,017.00
University of Michigan Dept. of Public Safety					13	5,042	9,720.00
Utica Police Department					4	1,552	7,937.00
Van Buren County Central Dispatch	12	5,099	12	5,280	13	5,042	41,616.00
Van Buren Township Public Safety							10,863.00

<u>NAME</u>	<u>May 18, 2006</u>		<u>November 17, 2006</u>		<u>June 6, 2007</u>		<u>Total</u>
	<u>FTE</u>	<u>Payment</u>	<u>FTE</u>	<u>Payment</u>	<u>FTE</u>	<u>Payment</u>	
Walker Police Department							10,408.00
Walled Lake Police Department							12,617.00
Warren Police Department	22	9,349	22	9,680	22	8,533	64,001.00
Washtenaw Central Dispatch	16	6,799	16	7,040	16	6,206	48,971.00
Waterford Township Police Department	13	5,524	13	5,720	12	4,655	49,374.00
Wayne County Central Communications							13,187.00
Wayne Police Department	8	3,400	8	3,520	8	3,103	26,714.00
West Bloomfield Police Department	15	6,374	15	6,600	15	5,818	54,192.00
Western Michigan University Police Departme	3	1,275	3	1,320	4	1,552	19,515.00
Westland Police Department	17	7,224	17	7,480	17	6,594	61,567.00
Wexford County Sheriff/Central Dispatch	9	3,824	9	3,960	9	3,491	28,913.00
White Lake Township Police Department					4	1,552	11,017.00
Woodhaven Police Department							1,392.00
Wyandotte Police Department							12,648.00
Wyoming Police Department	10	4,249	10	4,400	10	3,879	28,147.00
Ypsilanti City Police Department	4	1,700	4	1,760	3	1,164	10,822.00
Subtotal	1,165	495,055	1,165	512,607	1,311	508,513	5,440,833.51
Michigan State Police		16,147	38	16,720	73	28,315	221,527.00
Total	1,165	511,202 (8)	1,203	529,327 (9)	1,384	536,828	5,662,360.51

(1)

(2)

(3)

Prepared By: Economic and Revenue Forecasting Division

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Updated: 6/18/07 2:42 PM
Printed: 7/30/07 10:49 AM

**Emergency Telephone Service Committee
Training Fund Use Compliance Policy**

The proper use of Training Funds may be examined on an individual PSAP basis separate from the County-based Compliance Review Process. Informal reviews and/or inquiries may be initiated by the State 9-1-1 Administrator's Office.

A formal review or examination of training fund use may be initiated by:

1. The ETSC
2. The ETSC Dispatcher Training Subcommittee
3. The ETSC Certification Subcommittee
4. The State 9-1-1 Administrator's Office

The State 9-1-1 Administrator's Office will coordinate formal reviews or examinations of individual PSAP Training Fund use. The State 9-1-1 Administrator may request the following information from the PSAPs:

1. Completed ETSC-510 forms.
2. Listings of personnel attending training.
3. Internal accounting reports/documentation of expenses.

If a PSAP is unable to provide proper expenditure information, it will be presumed that it is an invalid expenditure and it will be the PSAP's responsibility to establish otherwise.

Upon evaluating the information provided by a PSAP, a written report will be provided to the Chairperson of the ETSC, as well as the Chairpersons of the ETSC Dispatcher Training Subcommittee and the ETSC Certification Subcommittee. The Chairpersons of the aforementioned shall determine if an improper expenditure was made. If an improper Training Fund expenditure has been made, the State 9-1-1 Administrator's Office will issue a letter to the PSAP requesting reimbursement or corrective accounting action for improperly expended funds.

Appeals to this determination must follow the procedure set forth in the Emergency Telephone Service Committee's **Appeals Process for Challenges to Unallowable Expenditures of 9-1-1 Surcharge Funds**.

A PSAP that fails to make a reimbursement will be referred to the Dispatcher Training Subcommittee for further action.

This procedure will also apply to public entities that received training funds, but no longer operate a PSAP.

**Emergency Telephone Service Committee
6/21/2005**

**Emergency Telephone Service Committee
Rules for Challenges and Appeals to the Dispatcher Training Fund Distribution Process**

The Emergency Telephone Service Committee (ETSC) has established the following rules to challenge or appeal the Dispatcher Training Fund Distribution process:

1. A PSAP (Public Safety Answering Point) with **questions** in regard to the Dispatcher Training Fund Distribution process should direct those questions to the State 9-1-1 Administrator's Office.
2. **Questions** that cannot be answered or resolved through the State 9-1-1 Administrator's Office will be directed to the ETSC Dispatcher Training Subcommittee at their next meeting.
3. **Challenges** to the Dispatcher Training Fund Distribution process may be brought directly to the Dispatcher Training Subcommittee. Although not mandatory, it is recommended that a representative from the PSAP challenging the process appear before the subcommittee in person. Advance notice and supporting information shall be provided to the State 9-1-1 Administrator's office within a minimum of 5 business days in advance of the subcommittee meeting.
4. If the party posing the **question** or making the **challenge** desires to appeal the Dispatcher Training Subcommittee's decision, an appeal of the issue may be brought before the entire ETSC. Appeals on fund distribution will be heard at the next regularly scheduled ETSC meeting. Advance notice of the appeal shall be made within a minimum of 5 business days prior to the ETSC meeting. Any relative documentation shall be provided at that time. A representative for the PSAP shall appear before the committee.
5. The ETSC will review the appeal and rule accordingly by its next regular quarterly meeting.

**Emergency Telephone Service Committee
6/21/2005**

**ETSC Dispatcher Training Fund
Approved In-Service Training Courses**

Title	Hours	Coordinator/Contact	Telephone
Agency	Expires	Course Status	
Course No.			
16 Hour Refresher Course (CD-ROM)	16	Julie Troutman	(580) 248-0321
Advanced Systems Technology, Inc.	6/15/2008 AST 200502		
40 Hour Basic Course (CD-ROM)	40	Julie Troutman	(580) 248-0321
Advanced Systems Technology, Inc.	6/15/2008 AST 200501		
40 Hour Dispatch School	40	Michelle Rasmussen	(517) 543-6141
Success Communications, Inc.	6/6/2008 SCC 200707		
9-1-1 Liability	8	Jennifer Struzinski	(800) 537-6937
PowerPhone, Inc.	3/4/2008 PWH 200512		
9-1-1 Liability	8	Jennifer Struzinski	(800) 537-6937
PowerPhone, Inc.	EXPIRED PWH 200501		
911 Operator TDD Training	2	Carrie Driscoll	
Valencia Enterprises	6/15/2008 VAE 200701	Initial Registration	
9-1-1 Supervision - Leading Teams in a Crisis	16	Jennifer Struzinski	(800) 537-6937
PowerPhone, Inc.	1/12/2008 PWH 200502		
A Matter of Life & Death	14	Michelle Rasmussen	(517) 543-6141
Success Communications, Inc.	10/7/2007 SCC 200602		
Achieving Excellence in 9-1-1 Center Management	16	Chris Nussman	(810) 766-7285
National Emergency Number Association	8/30/2007 NENA 200603		
Achieving Supervisory Excellence	24	Dr. Murlene E. McKinnon	(989) 362-9669
MACNLOW Associates	1/13/2008 MNA 200503	Rhonda Hofacer	(989) 362-9660

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
Advanced Dispatch	16	Dr. Murlene E. McKinnon	(989) 362-9669
MACNLOW Associates	1/13/2008 MNA 200502E	Rhonda Hofacer	(989) 362-9660
Advanced Fire Service Dispatch - Recertification	8	Jennifer Struzinski	(800) 537-6937
PowerPhone, Inc.	4/5/2008 PWH 200601		
Advanced Fire Service Dispatch	16	Jennifer Struzinski	(800) 537-6937
PowerPhone, Inc.	1/12/2008 PWH 200503		
Advanced Law Enforcement Dispatch	16	Jennifer Struzinski	(800) 537-6937
PowerPhone, Inc.	3/4/2008 PWH 200513		
Advanced Public Safety Dispatch	40	Jennifer Struzinski	(800) 537-6937
PowerPhone, Inc.	3/4/2008 PWH200514		
Advanced Supervision	24	Dr. Murlene E. McKinnon	(989) 362-9669
MACNLOW Associates	8/16/2008 MNA 200606E	Rhonda Hofacer First Registration Renewal	(989) 362-9660
Advanced VOIP	6	Suzan Hensel	(989) 839-6464
Midland County Central Dispatch Authority	EXPIRED MID 200603		
American Heart Association CPR & AED	5	Gary Johnson	(906) 475-1196
Marquette County Central Dispatch	EXPIRED MCCD 200401	Joseph Van Oosterhout	(906) 475-1118
American Red Cross - First Aid/CPR/AED for the Workplace, Schools, & Community	8	Shawn Grabinski	
Muskegon Central Dispatch 9-1-1	6/22/2008 MCD 200701	Initial Registration	
Annual State of Michigan 911 Conference	18	Stephen Todd	
May 20-23, 2007	1/15/2008 NENA 200701		

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
MI-APCO 2006 Fall Conference	9	Carrie Perialas	(989) 275-0911
MI-APCO	9/8/2007 APCO 200602		
APCO Communications Center Supervisor Course (CD-ROM)	24	Judy Troutman	(580) 248-2321
Advanced Systems Technology, Inc.	6/15/2008 AST 200503		
Aqua Software Training	6	Jon Stones	(800) 363-9127
Priority Dispatch Corporation	11/4/2007 PDIS 200603		
Basic Communications Instructor	28	Sam Catanzano	(706) 216-8840
National Communications Institute	EXPIRED NCI 20401		
Basic Dispatch Class	40	Dawn Jurik	(989) 686-9176
Delta Police Academy	EXPIRED DCC200501		
Basic LEIN	16	Deborah Achtenberg	(248) 330-7527
911 Training and Consultants, LLC	EXPIRED TAC 200503		
Basic LEIN PLUS	15	Colleen Mohre	(517) 336-6166
Michigan State Police - CJIS	EXPIRED MSP 200509		
Basic LEIN Training	16	Colleen Mohre	(517) 336-6166
Michigan State Police - CJIS	4/4/2007 MSP 200601		
Basic Telecommunications Seminar	40	Jo Anne Hollmann	(920) 731-8961
Pro Telcomm, Inc.	EXPIRED PTCI 200304		
Basic Telecommunicator Course	40	Kathy Schatel	(386) 944-2483
APCO Institute, Inc.	EXPIRED APCO 200201	Ann Russo	(386) 944 2482
Basic Telecommunicator Training	40	Tony Harrison	(405) 348-2774
Public Safety Group	EXPIRED APCO 200406		

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours	Coordinator/Contact	Telephone
Agency	Expires	Course No.	Course Status
Becoming a Great Supervisor	14	Michelle Rasmussen	(517) 543-6141
Success Communications, Inc.	11/15/2007	SCC 200603	
Being the Best!	8	Kevin Willett	(650) 591-7911 Ext 102
	9/28/2008	Lisa Miller	(650) 591-7911 Ext 103
Public Safety Training Consultants	PST 200606	First Registration Renewal	
Beslan Terrorist School Seige and Lessons for America	8	Pat Relyea	(517) 483-7606
	4/10/2007		
Lansing Police Department	LPD 200601E		
Building Your 9-1-1 Liability Shield	8	Lisa Miller	(650) 591-7911
	3/28/2008		
Public Safety Training Consultants	PST 200703		
CAD Interoperability	1	Carrie Perialas	(989) 275-0911
	EXPIRED		
MI-APCO	APCO 200516		
Chippewa County Emergency Medical Dispatch	5	Tim McKee	(906) 495-7488
	9/15/2007		
Chippewa County Central Dispatch	CCCD 200601		
Coaching for High Quality Work Performance	7	Dr. Murlene McKinnon	(989) 362-9669
	8/21/2008	Rhonda Hofacer	(989) 362-9660
MACNLOW	MNA 20065E	First Registration Renewal	
Coaching for Improved Job Performance	7	Gilbert Skinner	(517) 484-9112
	EXPIRED		
Criminal Justice Management Institute	CJI 200406		
Commanding Critical Incident Survival	7	Dr. Murlene McKinnon	(989) 362-9669
	EXPIRED	Rhonda Hofacer	(989) 362-9660
MACNLOW	MNA 200305		
Communications Center Manager	96	Carlynn Page	(800) 960-6236
	EXPIRED		
National Academics of Emergency	NAED 200401		

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
Dispatch			
Communications Center Supervisor	16	Tony Harrison	(405) 348-2774
Public Safety Group	1/4/2008 PSI 200705		
Communications Center Supervisor - 3rd Edition	24	Kathy Schatel	(386) 944-2483
APCO Institute, Inc.	2/15/2008 APCO 200501	Second Registration Renewal	
Communications Center Supervisor - 3rd Edition Institute Online	24	Kathy Schatel	(386) 944-2483
APCO Institute, Inc.	3/31/2008 APCO 200502	Second Registration Renewal	
Communications Center Supervisor/Virtual Institute	24	Kathy Schatel	(386) 944-2483
APCO Institute, Inc.	EXPIRED APCO 200302		
Communications Training and Evaluation Program	32	Dan A DeWolf	(248) 332-2208
DeWolf & Associates	11/1/2007 DDW 200501		
Communications Training Officer (CTO)	16	Tony Harrison	(405) 348-2774
Public Safety Group	1/4/2008 PSI 200702		
Communications Training Officer Basic Training	32	Lisa Harvey	(248) 227-4406
LB Harvey Training & Consulting	5/21/2008 LBH 200602	First Registration Renewal	
Communications Training Officer Course	24	Kathy Schatel	(386) 944-2483
APCO Institute, Inc.	EXPIRED APCO 200202	Ann Russo	(386) 944-2482
Communications Training Officer Course (CTO) - 4th Edition	24	Kathy Schatel	(386) 944-2483
	3/31/2008	Ann Russo	(386) 944-2482

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
APCO Institute, Inc.	APCO 200503	Second Registration Renewal	
Communications Training Officer Course (CTO) - 4th Edition Institute Online	24 3/31/2008	Helen Straughn Ann Russo Second Registration Renewal	(386) 944-2485 (386) 944-2482
APCO Institute, Inc.	APCO 200504		
Communications Training Officer Seminar	30 EXPIRED KAM 200501	Sgt. Garrett Salter	(989) 775-4713
Kaminsky and Associates, Inc.			
Conflict Resolution	14 12/14/2007 SCC 200702	Michelle Rasmussen	(517) 543-6141
Success Communications, Inc.			
Conflict Resolution/Community Relations	7 MNA 200504E 1/31/2008	Rhonda Hofacer	(989) 362-9960
MACNLOW Associates			
Continuing Dispatch Education (CDEs)	8 7/1/2008	Jon Stones Deborah Achtenberg Second Registration Renewal	(801) 363-9127 (248) 232-4220
Priority Dispatch	PDIS 200504		
Counseling and Discipline: Look for the Win Win	8 7/1/2007	Dr. Murlene E. McKinnon Rhonda Hofacer	(989) 362-9669 (989) 362-9660
MACNLOW Associates	MNA 200508		
County/PSAP Compliance with ETSC Criteria, 9-1-1- Laws & Use of Training Funds	4 EXPIRED	Kelly Rasmussen	(517) 543-7500 Ext 411
MCDA, c/o Eaton County Central Dispatch	MCDA 200501		
Crisis Communications	8 9/28/2008	Kevin Willett Lisa Miller	(650) 591-7911 Ext 102 (650) 591-7911 Ext 103
Public Safety Training Consultants	PST 200608	First Registration Renewal	

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
Crisis Communications During Homeland Security/Critical Incidents/Homeland Security	5 EXPIRED MNA 200306	Dr. Murlene McKinnon Rhonda Hofacer	(989) 362-9669 (989) 362-9660
MACNLOW Associates			
Crisis Intervention	8 EXPIRED KDS 200501	Sgt. David Boysen	(269) 337-8099
Kalamazoo Public Safety			
Critical Incident Dispatching	16 1/4/2008 PSI 200701	Tony Harrison	(405) 348-2774
Public Safety Group			
Critical Incident Stress	8 4/23/2008 PSI 200706	Tony Harrison	(405) 348-2774
Public Safety Group			
CTC Bridge LEIN Administrator Training	1 EXPIRED BCSO 200502	Lt. James Hagenbarth	(269) 983-7141
Berrien County Sheriff Department			
CTC Bridge Training for LEIN Users	2 EXPIRED BCSO 200501	Lt. James Hagenbarth	(269) 983-7141
Berrien County Sheriff Department			
Customer Service	7 1/24/2008 SCC 200706	Michelle Rasmussen	(571) 543-6142
Success Communications, Inc.			
Customer Service the 9-1-1 Way	8 9/28/2008 PST 200609	Kevin Willett	(650) 591-7911 Ext 102
Public Safety Training Consultants		First Registration Renewal	
Delivering Exemplary Customer Service/Community Relations	15 1/31/2008 MNA 200602E	Dr. Murlene McKinnon Rhonda Hofacer	(989) 362-9669 (989) 362-9660
MACNLOW Associates			
Developing High Performance Dispatch Teams/Teambuilding	7 11/13/2008 MNA 200609E	Dr. Murlene McKinnon Rhonda Hofacer	(989) 362-9669 (989) 362-9660
MACNLOW Associates		First Registration Renewal	

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
Did I Really Say That?	1	Carrie Perialas	(989) 275-0911
MI-APCO	EXPIRED APCO 200518		
Disaster Planning for the PSAP	7	Chris Nussman	(800) 332-3911
National Emergency Number Association	10/16/2007 NENA 200606		
Disaster Planning for the PSAP	6	Suzan Hensel	(989) 839-6464
Midland County Central Dispatch Authority	EXPIRED MID 200602		
Dispatchers Tactical Response to School Violence Events	8	Dave Larton	(650) 591-7911 Ext 103
Public Safety Training Consultants	EXPIRED PST 200402	Kevin Willett	(650) 591-7911 Ext 102
Dispatching Officer Down Calls	8	Hollie Valdez	(989) 362-9960
MACNLOW Associates	2/16/2008 MNA 200705E		
Dispatching Officer Down & Suicide Calls/Dispatch	16	Dr. Murlene McKinnon	(989) 362-9669
MACNLOW Associates	1/5/2008 MNA 200703E	Rhonda Hofacer	(989) 362-9660
Dispatching Suicide Calls	8	Hollie Valdez	(989) 362-9960
MACNLOW Associates	2/16/2008 MNA 200706E		
Domestic Preparedness Training for 911 Dispatchers/Telecommunicators	8	Loleta (Lisa) Sherman	(414) 378-3123
Wisconsin Department of Military Affairs, Emergency Management	EXPIRED WDMA 200401	Jerry Haberal	(608) 242-3213
Domestic Violence	8	Tony Harrison	(405) 348-2774
Public Safety Group	6/1/2007 PSI 200602		
Domestic Violence Intervention	8	Jennifer Struzinski	(800) 537-6937
PowerPhone, Inc.	1/12/2008 PWH 200504		

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
Domestic Violence Response Training	8	See the MCOLES Web site for dates, locations, and contacts at	MCOLES Contact
Domestic Violence Treatment Board & MCOLES	EXPIRED LTC 200501	www.michigan.gov/mcoles	Lynn Reid (517) 322-1949
DV Training for Rural Communications Professionals	12 3/26/2008	Diane Ziegner	
Marquette County Domestic Violence Coalition	MCCD 200701		
EAS Regional Meeting/AMBER Web Portal Training	1.5 10/14/2007	Esther Shaw	
Michigan Association of Broadcasters	MAB 200601		
EMD Concepts - 1st Edition	8 9/23/2007	Helen Straughn	(386) 322-2500
APCO Institute, Inc.	APCO 200522		
EMD Concepts - 1st Edition Institute Online	8 9/23/2007	Helen Straughn	(386) 322-2500
APCO Institute, Inc.	APCO 200523		
EMD Instructor 5th Edition, Version 2	40 3/31/2008	Kathy Schatel	(386) 944-2483
APCO Institute, Inc.	APCO 200505	Second Registration Renewal	
Emergency Fire Dispatch (EFD)	24 7/1/2008	Jon Stones Deborah Achtenberg Second Registration Renewal	(800) 363-9127 (248) 232-4220
Priority Dispatch Corporation	PDIS 200503		
Emergency Fire Dispatch - Quality Assurance (EFD-Q)	16 EXPIRED	Jon Stones Deborah Achtenberg	(800) 363-9127 (248) 232-4220
Priority Dispatch Corporation	PDIS 200601		
Emergency Medical Dispatch - Quality Assurance (EMD-Q)	16 EXPIRED	Jon Stones Deborah Achtenberg	(800) 363-9127 (248) 232-4220
Priority Dispatch Corporation	PDIS 200602		

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
Emergency Medical Dispatch (EMD)	24	Jon Stones	(800) 363-9127
	7/1/2008		
Priority Dispatch Corporation	PDIS 200501	Second Registration Renewal	
Emergency Medical Dispatch	32	Ms. Kathy Schatel	(386) 322-2500
		"To be submitted locally"	
APCO Institute, Inc.			
Emergency Medical Dispatch	24	Jennifer Struzinski	(800) 537-6937
	1/12/2008		
PowerPhone, Inc	PWH 200505		
Emergency Medical Dispatch, 5th Edition Version 2	32	Robert Smith	(386) 322-2500
	9/16/2007		
APCO Institute, Inc.	APCO 200520		
Emergency Medical Dispatch, 5th Edition Bridge	4		(386) 322-2500
	EXPIRED		
APCO Institute, Inc.	APCO 200305		
Emergency Medical Dispatch Program	32	Bruce Gaukel	(517) 483-7610
	EXPIRED		
APCO Institute, Inc	APCO 200401		
Emergency Police Dispatch (EPD)	24	Jon Stones	(800) 363-9127
	7/1/2008		
Priority Dispatch Corporation	PDIS 200502	Second Registration Renewal	
Emergency Police Dispatch-Q (EPD-Q)	16	Jon Stones	(800) 363-9127
	3/16/2008		
Priority Dispatch Corporation	PDIS 200702		
Emergency Medical Dispatch Recertification	8	Jennifer Struzinski	(800) 537-6937
	3/4/2008		
PowerPhone, Inc	PWH 200515		
Emergency Telecommunicator Course (ETC)	40	Jon Stones	(800) 363-9127
	3/1/2008	Deborah Achtenberg	(248) 232-4220
Priority Dispatch Corporation	PDIS 200703		

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
Emergency Telecommunicator Course (ETC-1)	24	Jon Stones	(800) 363-9127
Priority Dispatch Corporation	3/6/2008 PDIS 200701	Deborah Achtenberg	(248) 232-4220
Emotional Survival	7	Dr. Murlene McKinnon	(989) 362-9669
MACNLOW Associates	1/13/2008 MNA 200504	Rhonda Hofacer	(989) 362-9660
Establishing or Enhancing on a Telecommunication Training Program	16	JoAnne Hollmann	(920) 731-8961
Pro Telcomm, Inc.	EXPIRED PTCI 200303		
E-Teams Training	4	Jaclyn Barcroft	(517) 324-1385
Lake County Central Dispatch	EXPIRED LCCD 200601		
ETSC Certification and Compliance Training	6	Kelly Rasmussen	(517) 543-7500 Ext 411
MCDA	4/12/2008 MCDA 200702		
Executive Leadership Forum	16	Dr. Murlene McKinnon	(989) 362-9669
MACNLOW Associates	9/28/2008 MNA 200607E	Rhonda Hofacer First Registration Renewal	(989) 362-9660
Fire Communications	8	Tony Harrison	(405) 348-2774
Public Safety Group	8/16/2007 PSI 200603		
Fire Communications	16	Kathy Schatel	(386) 944-2483
APCO Institute, Inc.	EXPIRED APCO 200204	Ann Russo	(386) 944-2482
Fire Communications - 3rd Edition	16	Helen Straughn	(386) 322-2500
APCO Institute, Inc.	EXPIRED APCO 200524		
Fire Communications - 3rd Edition Institute Online	16	Helen Straughn	(386) 322-2500
APCO Institute, Inc.	EXPIRED APCO 200525		
Fire Service Communications 1st Edition	32	Kathy Schatel	(386) 944-2483

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours	Coordinator/Contact	Telephone
Agency	Expires Course No.	Course Status	
APCO Institute, Inc.	11/28/2007 APCO 200606		
Fire Service Communications 1st Edition Institute Online	32 11/28/2007 APCO 200605	Kathy Schatel	(386) 944-2483
APCO Institute, Inc.			
Fire Service Communications 1st Edition Instructor Course	40 EXPIRED APCO 200604	Kathy Schatel	(386) 944-2483
APCO Institute, Inc.			
Fire Service Communications 1st Edition Instructor Course - Inst. Online	40 11/28/2007 APCO 200603	Kathy Schatel	(386) 944-2483
APCO Institute, Inc.			
Fire Service Dispatch	24 EXPIRED PWH 200107	Jennifer Struzinski	(800) 537-6937
PowerPhone, Inc.			
Grant Management for PSAPs: From Acquisition to Maintenance	8 9/15/2007 NENA 200604	Chris Nussman	(800) 322-3911
National Emergency Number Association			
Handling Critical Calls Effectively	16 EXPIRED PTCI 200305		
Pro Telcomm, Inc.			
Handling Discipline	14 2/7/2008 CJI 200702E	Gilbert Skinner	(517) 484-9112
Criminal Justice Management Institute			
Handling Domestic Calls	8 10/6/2008 MNA 200608E	Dr. Murlene McKinnon Rhonda Hofacer First Registration Renewal	(989) 362-9669 (989) 362-9660
MACNLOW Associates			
Handling Emotions in the Workplace	7 EXPIRED ICS 200301	Matt Hoff Bonnie Morton	(800) 767-7545 (989) 773-1000
Isabella County Central Dispatch			
Hazardous Materials Preparedness	8 1/12/2008	Jennifer Struzinski	(800) 537-6937

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
PowerPhone, Inc.	PWH 200506		
Hazardous Materials Recognition for Dispatchers	1 EXPIRED	Carrie Periales	(989) 275-0911
MI-APCO	APCO 200508		
High Risk!	8	Kevin Willett	(650) 591-7911 Ext 102
	3/1/2008	Tammy Wright	(650) 591-7911 Ext 103
Public Safety Training Consultants	PST 200603		
Hiring and Firing Practices in 2006	8 EXPIRED	Kelly Rasmussen	(517) 543-4921
MCDA	MCDA 200602		
Homeland Security	8	Kevin Willett	(650) 591-7911 Ext 102
	9/28/2008	Lisa Miller	(650) 591-7911 Ext 103
Public Safety Training Consultants	PST 200607	First Registration Renewal	
Homeland Security and the Dispatcher	1 EXPIRED	Carrie Periales	(989) 275-0911
MI-APCO	APCO 200510		
Homeland Security for Telecommunicators	8 3/4/2008	Jennifer Struzinski	(800) 537-6937
PowerPhone, Inc.	PWH 200511		
Hostage (Crisis) Negotiations	8 1/10/2008	Tony Harrison	(405) 348-2774
Public Safety Group	PSI 200601		
Hostage Negotiations	8 1/12/2008	Jennifer Struzinski	(800) 537-6937
PowerPhone, Inc.	PWH 200507		
How to Deal With Difficult People	6 EXPIRED	Matt Hoff	(800) 767-7545
	Bonnie Morton		(989) 773-1000
Skill Path Seminars	SKL 200601		
ICS 300	20 2/7/2008	Tim McKee	(906) 495-7488
Chippewa County Central Dispatch	CCCD 200701		

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours	Coordinator/Contact	Telephone
Agency	Expires	Course No.	Course Status
In-Progress	8	Kevin Willett	(650) 591-7911 Ext 102
Public Safety Training Consultants	3/28/2008 PST 200701		
Insight to Purchasing	1	Carrie Periales	(989) 275-0911
MI-APCO	EXPIRED APCO200515		
Instructional Design for Trainer-Virtual Inst.	40	Ann Russo	(386) 944-2482
APCO Institute, Inc.	EXPIRED APCO200207		
Instructor Development	78	Sheila Cowles	(517) 322-5174
Michigan State Police/Training Division	2/12/2008 MSP 200505		
Intelligent Emergency Networks (IEN) - Next Generation 9-1-1	4	Kelly Rasmussen	(517) 543-7500 Ext 411
MCDA, c/o Eaton County Central Dispatch	EXPIRED MCDA200502		
Interpersonal Communication	14	Dr. Murlene McKinnon	(989) 362-9669
MACNLOW Associates	EXPIRED MNA200505	Rhonda Hofacer	(989) 362-9660
Interviewing Techniques for Managers	14	Gilbert Skinner	(517) 484-9112
Criminal Justice Management Institute	EXPIRED CJI 200301		
In the Line of Fire Handling Crisis Calls	2	Stephen Todd	(810) 766-7285
MI Chapter NENA	EXPIRED NENA 200513		
Introduction to ArcGIS I and ArcGIS II	40	Rick Sellmer	(651) 454-0600
ESRI - Minneapolis	2/28/2008 ESRI 200701		
Introduction to Management	21	Gilbert Skinner	(517) 484-9112
Criminal Justice Management Institute	2/7/2008 CJI 200701E		
Introduction to Next Generation 9-1-1	6	Chris Nussman	(800) 332-3911

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours	Coordinator/Contact	Telephone
Agency	Expires	Course No.	Course Status
National Emergency Number Association	4/20/2008	NENA 200702	
Introduction to VoIP for PSAPs	7	Chris Nussman	(800) 332-3911
National Emergency Number Association	10/16/2007	NENA 200605	
Investment Strategies That Work	1	Carrie Periales	(989) 275-0911
MI-APCO	EXPIRED	APCO 200506	
Keys to Successful Leadership	8	Dr. Murlene McKinnon	(989) 362-9669
MACNLOW Associates	1/18/2008	Rhonda Hofacer	(989) 362-9660
	MNA200601E		
Law Enforcement Dispatch	24		
PowerPhone, Inc.	EXPIRED		
	PWH 200104		
Law Enforcement Recertification	6	Jennifer Struzinski	(800) 537-6937
PowerPhone, Inc.	4/21/2008		
	PHW 200603		
Leadership Challenges: Directors, Managers, Supervisors of Telecommunicators	7	Audrey Martini	(517) 355-9648
	EXPIRED	Jane White	(517) 355-9648
Michigan State University School of Criminal Justice			
	SUSCJ 200316		
Leadership Development	36	Sheila Cowles	(517) 322-5714
	2/12/2008		
Michigan State Police/Training Division	MSP 200504		
Leadership in the 9-1-1 Center	8	Chris Nussman	(810) 766-7285
	8/30/2007		
National Emergency Number Association	NENA 200602		
Leading and Supervising Generation X and the Millennials	8	Dr. Murlene McKinnon	(989) 362-9669
	1/2/2008	Rhonda Hofacer	(989) 362-9660
MACNLOW Associates	MNA 200701E		
Legal Issues Effecting 911 Centers	7	Harriet Miller-Brown	(269) 673-5968
	EXPIRED	William L. Charon	(616) 522-0911
Michigan Communication Directors	MCDA 200301		

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
Association			
LEIN Basic Training	14	Deborah Achtenberg	(888) 876-4911
	4/9/2008	Email: training@911training.net	(248) 330-7527
911 Training and Consultants, LLC	TAC 200701		www.911training.net
LEIN - Query Only	8	Deborah Achtenberg	(888) 876-4911
	EXPIRED	Email: training@911training.net	(248) 330-7527
911 Training and Consultants, LLC	TAC 200502		www.911training.net
LEIN Recertification	4	Deborah Achtenberg	(888) 876-4911
	4/9/2008	Email: training@911training.net	(248) 330-7527
911 Training and Consultants, LLC	TAC 200702		www.911training.net
Liability Issues for Public Safety Telecommunications- Virtual Institute	8	Ann Russo	(386) 944-2482
	EXPIRED		
APCO Institute, Inc.	APCO 200303		
Liability Issues for Public Safety Telecommunications Seminar	8	Ann Russo	(386) 944-2482
	EXPIRED		
APCO Institute, Inc.	APCO 200304		
MCDA Directors School	24	Kelly Rasmussen	(517) 543-4913
	EXPIRED		
Michigan Communications Directors Association	MCDA 200503		
MCDA New Directors School	20	Harriet Miller-Brown	(269) 673-5968
	EXPIRED		
Michigan Communications Directors Association	ACCD 200402		
Maintenance MPSCS	1	Carrie Periales	(989) 275-0911
	EXPIRED		
MI-APCO	APCO 200511		
Making Choices/Being in Control	8	JoAnne Hollman	(920) 731-8961
	EXPIRED		
Pro Telcomm, Inc.	PTCI 200306		
Management of the Communication Center	16	JoAnne Hollmann	(920) 731-8961

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours	Coordinator/Contact	Telephone
Agency	Expires Course No.	Course Status	
Pro Telcomm, Inc.	EXPIRED PTCI 200301		
Managing Generational Differences	8	Sgt. Charles Adams	(517) 841-2947
Jackson County 911 Center	EXPIRED JC0 200201		
Managing Generational Differences	8	Lewis Bender	(231) 797-5536
Lewis G. Bender	EXPIRED LGB 200301		
Managing Law Enforcement Burnout for the Telecommunicators	7	Kelly Rasmussen	(517) 543-4913
MDCA	1/8/2008 MDCA 200701		
Michigan Telecommunicator Basic Training	40	Jill Gallihugh	(989) 686-9108
Delta College of Criminal Justice Training Center	EXPIRED DCC 200207		
Microsoft Access	18	Sheila Cowles	(517) 322-5174
Michigan State Police/Training Division	2/12/2008 MSP 200507		
Microsoft Excel	12	Sheila Cowles	(517) 322-5174
Michigan State Police/Training Division	2/12/2008 MSP 200502		
Microsoft Powerpoint	12	Sheila Cowles	(517) 322-5174
Michigan State Police/Training Division	2/12/2008 MSP 200508		
Microsoft Word	12	Sheila Cowles	(517) 322-5174
Michigan State Police/Training Division	2/12/2008 MSP 200501		
Mission Critical Communications	16	Kevin Willett	(650) 591-7911 Ext 102
Public Safety Training Consultants	6/5/2008 PST 200604	Tammy Wright	
Modern Techniques for the Effective Management of Mass Casualty Incidents	4	Joe DeFors	(517) 881-6824

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
Comprehensive Emergency Management Associates	2/13/2008 CEMA 200701		
Mobile Data Systems	1 EXPIRED	Carrie Periales	(989) 275-0911
MI-APCO	APCO 200513		
Morale: Whose Responsibility Is it?	8 1/2/2008	Dr. Murlene McKinnon	(989) 362-9669
MACNLOW Associates	MNA 200702E	Rhonda Hofacer	(989) 362-9660
Motivating Your Workforce	8 12/4/2007	Michelle Rasmussen	(571) 543-6142
Success Communications, Inc.	SCC 200703		
NIMS Introduction	3 6/19/2007	Tony Garcia	(517) 322-1853
MSP Emergency Management & Homeland Security	MSP 200602		
Negligence & Immunity for 911 In Michigan	2 EXPIRED	Dawn M. LaCasse	(989) 366-6353
Dawn M. LaCasse	LAC 200401		
Network and CPE Scenarios	1 EXPIRED	Carrie Periales	(989) 275-0911
MI-APCO	APCO 200514		
Non-Emergency Call Handling	8 9/7/2007	Drew Cosenza	(800) 537-6937
PowerPhone, Inc.	PWH 200603		
Peak Learning	4 EXPIRED	Brenton Walker	(616) 242-8873
MI-APCO	APCO 200601		
PSAP Personnel Management-Virtual Institute	40 EXPIRED	Ann Russo	(396) 944-2482
APCO Institute, Inc.			
Phase II Wireless 911/Nuts & Bolts of RFPs	7 EXPIRED	Harriet Miller-Brown	(269) 673-5968

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
Michigan Communications Directors Association	ACCD 200401		
Police and Dispatch: Working as a Team	7 3/5/2008	Hollie Valdez	(989) 362-9660
MACNLOW Associates	MNA 200707E		
Policies and Procedures	6 9/12/2007	Kelly Rasmussen	(517) 543-4913
MDCA	MCDA 200603		
Practical Supervision	24 EXPIRED	Joseph W. Johnson	(407) 933-4115
JJ Training, Inc.	JKL 200301		
Presentation Skills	20 2/12/2008	Sheila Cowles	(517) 322-5174
Michigan State Police/Training Division	MSP 200506		
Principles of Integrated Dispatch	8 EXPIRED	Jennifer Struzinski	(800) 537-6937
PowerPhone, Inc.	PWH 200508		
Professional Dispatchers	16 1/7/2008	Dr. Murlene McKinnon	(989) 362-9669
MACNLOW Associates	MNA 200501	Rhonda Hofacer	(989) 362-9660
ProQa Software Training	8 11/4/2007	Jon Stones	(800) 363-9127
Priority Dispatch Corporation	PDIS 200604		
PST1 6th Edition Instructor Course	40 9/16/2007	Helen Straughn	(386) 322-2500
APCO Institute, Inc.	APCO 200526		
PST1 6th Edition Instructor Course Institute Online	40 9/16/2007	Helen Straughn	(386) 322-2500
APCO Institute, Inc.	APCO 200527		
PST1 6th Edition Student Course	54 9/16/2007	Helen Straughn	(386) 322-2500
APCO Institute, Inc.	APCO 200528		

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
PST1 6th Edition Student Course Institute Online	54 9/16/2007 APCO 200529	Helen Straughn	(386) 322-2500
APCO Institute, Inc.			
Public Safety Dispatch	40 EXPIRED PWH 200202		
PowerPhone, Inc.			
Public Safety Telecommunicator (PST) I	40 EXPIRED APCO 200402	Ann Russo	(396) 944-2482
APCO Institute			
Public Safety Telecommunicator (PST) I - Inst. Online	40 EXPIRED APCO 200403	Ann Russo	(396) 944-2482
APCO Institute			
Public Speaking and Presentations	6 EXPIRED MCDA 200601	Kelly Rasmussen	(517) 543-4913
MCDA - Training Subcommittee			
Recertification for EMD, EFD, EPD	48 3/6/2008 PDIS 200704	Jon Stones	(800) 363-9127
Priority Dispatch Corporation			
Responsive Efforts to Address Integral Needs in Staffing	8 EXPIRED PHU 200601	Melinda Strang	(810) 984-2397
Port Huron Police Department			
School Violence: Lessons Learned	8 09/28/2008 200605	Kevin Willett or Lisa Miller	(650) 591-7911 Ext 102
Public Safety Training Consultants		First Registration Renewal	
Selection of 911 Communications Personnel	4 EXPIRED MCDA 200201	Susan F. Cuevas	(248) 827-0677
MCDA			
Session #1 - Tomorrow's Challenges to Maintaining 911 Excellence	2.5 EXPIRED NENA 200502	Stephen Todd	(810) 766-7285
MI Chapter National Emergency Number			

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
Association			
Session #2 - OnStar's Next Generation	2 EXPIRED	Stephen Todd	(810) 766-7285
MI Chapter National Emergency Number Association	NENA 200503		
Session #5 Achieving Excellence as a Dispatcher	2 EXPIRED	Stephen Todd	(810) 766-7285
MI Chapter National Emergency Number Association	NENA 200504		
Session #6 Legislative Issues & Future Funding Challenges	2 EXPIRED	Stephen Todd	(810) 766-7285
MI Chapter National Emergency Number Association	NENA 200505		
Session #7 PSAP Excellence	1 EXPIRED	Stephen Todd	(810) 766-7285
MI Chapter National Emergency Number Association	NENA200506		
Session #8 Intelligent Emergency Networks	1 EXPIRED	Stephen Todd	(810) 766-7285
MI Chapter National Emergency Number Association	NENA 200507		
Session #9 SBC 911 Are we Still S.M.U.G.	1 EXPIRED	Stephen Todd	(810) 766-7285
MI Chapter National Emergency Number Association	NENA 200508		
Session #10 M.S.A.G. Issues	1 EXPIRED	Stephen Todd	(810) 766-7285
MI Chapter National Emergency Number Association	NENA 200509		
Session #11 How a SOP Promotes Dispatch Excellence	1 EXPIRED	Stephen Todd	(810) 766-7285
MI Chapter National Emergency Number Association	NENA200510		

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
Session #12 How a Quality Assurance Program Promotes Excellence	1 EXPIRED	Stephen Todd	(810) 766-7285
MI Chapter National Emergency Number Association	NENA 200511		
Session #13 Disaster Planning for the PSAP	3 EXPIRED	Stephen Todd	(810) 766-7285
MI Chapter National Emergency Number Association	NENA 200512		
Stamp Collecting, Customer Service Skills	4 5/14/2008	Tony Harrison	(405) 348-2774
Public Safety Group	PSI 200709	Initial Registration	
Stress Identification and Management	8 1/12/2008	Jennifer Struzinski	(800) 537-6937
PowerPhone, Inc.	PWH 200509		
Stress Management	8 8/8/2007	Tony Harrison	(405) 348-2774
Public Safety Group	PSI 200501		
Stress Management	7 EXPIRED	Dr. Murlene McKinnon Rhonda Hofacer	(989) 362-9669 (989) 362-9660
MACNLOW Associates	MNA 200506		
Suicide Intervention	8 1/12/2008	Jennifer Struzinski	(800) 537-6937
PowerPhone, Inc.	PWH 200510		
Suicide Intervention	8 1/4/2008	Tony Harris	(405) 348-2774
Public Safety Group	PSI 200704		
Supervising the Communications Training & Evaluation Process	24 5/21/2008	Lisa Harvey	(248) 227-4406
LB Harvey Training & Consulting	LBH 200601	First Registration Renewal	
Supervision & Management of Public Safety Communication Centers	24 8/28/2007	Kathleen Jameson	(303) 948-7900
Public Safety Communication	PSC 200601		

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
Management Services			
Supervisor Development (People Skills)	36 2/12/2008	Sheila Cowles	(517) 322-5174
Michigan State Police/Training Division	MSP200503		
Survival Spanish for Law Enforcement	32 EXPIRED	Gil Mora	(800) 825-5606
Mora & Associates	MOR 200401		
Survive & Thrive in the Emotional Terrain of 911 Supervision	7 6/23/2008	Deborah Achtenberg	(888) 876-4911
911 Training & Consultants, LLC	TAC 200601		
Survive and Thrive in the Psychological Terrain of the 9-1-1-Center	8 9/16/2007	James W. Marshall III, M.A., L.L.P.	(231) 439-3900
MasterCare Institute, P.C.	MCI 200401		
Surviving Dispatcher Stress	8 3/28/2008	Dave Larton	(650) 591-7911 Ext 103
Public Safety Training Consultant	PST 200702	Kevin Willett	(650) 591-7911 Ext 102
Surviving in the Communications Center Environment	16 8/28/2007	Kathleen Jameson	(303) 948-7900
Public Safety Communication Management Services	PSC 200602		
Surviving Technical Terminology	1 EXPIRED	Carrie Periales	(989) 275-0911
MI-APCO	APCO 200512		
Surviving the 911 Mapping Expectations	1 EXPIRED	Carrie Periales	(989) 275-0911
MI-APCO	APCO 200519		
TAC Basic Training	6 EXPIRED	Colleen Mohre	(517) 336-6166
Michigan State Police	MSP 200417		

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours	Coordinator/Contact	Telephone
Agency	Expires		
Course No.	Course Status		
TAC Update Training	3	Joseph M. O'Connor	(517) 336-2011
Michigan State Police	EXPIRED MSP 200418	Sharon Jegla	(517) 336-6293
TD/CML Telephone System Training	2	Richard Troshak	(616) 842-2299
Ottawa County Central Dispatch	EXPIRED OCC D200401		
Team Building	14	Michelle Rasmussen	(517) 543-6141
Success Communication, Inc.	8/28/2007 SCC 200601		
Telecommunicator Instructor	40	Ann Russo	(386) 944-2482
APCO Institute, Inc.	EXPIRED APCO 200404		
Telecommunicator Instructor Course-Virtual Inst.	40	Ann Russo	(386) 944-2482
APCO Institute, Inc.	EXPIRED APCO200405		
Telecommunicator Liability	8	Tony Harrison	(405) 348-2774
Public Safety Group	5/1/2008 PSI 200707		
Terrorism and the Telecommunicator	8	Tony Harrison	(405) 348-2774
Public Safety Group	1/4/2008 PSI 200703		
TERT - Developing & Implementing a Telecommunicator Emergency Response Team	4	Suzan Hensel	(989) 839-6464
Midland County Central Dispatch Authority	EXPIRED MID 200601		
The Background of the Front Line	1	Carrie Periales	(989) 275-0911
MI-APCO	EXPIRED APCO 200507		
The Dispatchers Role in Homeland Security	8	Dave Larton	(650) 591-7911 Ext 103
Public Safety Training Consultants	8/7/2007 PST 200403	Kevin Willett	(650) 591-7911 Ext 102

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
The Professional Supervisor	14	Michelle Rasmussen	(517) 543-6141
Success Communication, Inc.	1/3/2008 SCC 200704		
The Professional Supervisor - Advanced	14	Michelle Rasmussen	(517) 543-6141
Success Communication, Inc.	1/3/2008 SCC 200705		
The Telecommunications Leader; Team Building, Customer Service and Mentoring	12	Neal Rossow	
The Rossow Group/MACNLOW Associates	4/2/2008 MNA 200798E		
The Telecommunicator's Role in Homeland Security	8	Helen Straughn	(386) 322-2500
APCO Institute, Inc.	EXPIRED APCO 200521		
Time Management	5	Dr. Murlene McKinnon	(989) 362-9669
MACNLOW Associates	EXPIRED MNA 200402A	Rhonda Hofacer	(989) 362-9660
Time Management	7	Dr. Murlene McKinnon	(989) 362-9669
MACNLOW Associates	EXPIRED MNA 200507	Rhonda Hofacer	(989) 362-9660
Trains, Planes, and Automobiles	8	Kevin Willett	(650) 591-7911 Ext 102
Public Safety Training Consultants	3/1/2008 PST 200602	Tammy Wright	(650) 591-7911 Ext 103
Triumphant Teams	8	Michelle Rasmussen	(517) 543-6141
Success Communication, Inc.	SCC 200701 12/19/2007		
TTY for 9-1-1	4	Tony Harrison	(405) 348-2774
Public Safety Group	PSI 200708 5/15/2008	Initial Registration	
Turn Stress into Success	1/16/1900 SCC 200708	Michelle Rasmussen	(517) 543-6141

ETSC Dispatcher Training Fund Approved In-Service Training Courses

Title	Hours Expires	Coordinator/Contact	Telephone
Agency	Course No.	Course Status	
Success Communication, Inc.	6/22/2008	Initial Registration	
Use of Supervisory Principles in the Communication Center	16 EXPIRED PTCI 200302	JoAnne Hollmann	(920) 731-8961
Pro Telcomm, Inc.			
VoIP for 911 Professionals: Telecommunicator Training	3 10/30/2007 TPD 200601	Christine Hallett	(202) 536-5961
Troy Police Department			
VoIP for 911 Professionals: The New Shell Game	6 10/30/2007 TPD 200602	Christine Hallett	(202) 536-5961
Troy Police Department			
Weapons of Mass Destruction for Dispatchers	1 EXPIRED APCO 200509	Carrie Periales	(989) 275-0911
MI-APCO			
Wellness in the Workplace	1 EXPIRED APCO 200517	Carrie Periales	(989) 275-0911
MI-APCO			
WMD Awareness and Response for Dispatch Centers	8 EXPIRED CSM 200401	Rich Houghton	(989) 224-2149
Chem Security Manufacturing, LLC			
WMD 041 Incident Response to Terrorist Bombing Awareness	4 9/11/2007 CCCD 100602	Tim McKee	(906) 495-7488
Chippewa County Central Dispatch			

MICHIGAN 9-1-1 CHARGESⁱ

Rates Effective 8/01/2007 – Posted 7/10/2007

Shaded entries indicate current monthly changes.

Note: Explanation of table entries follows.

Questions or comments may be e-mailed to norcrossk@Michigan.Gov

		Technical	Technical	Operational	Operational
	Total	Charge-	Charge-	Charge	Charge
County	Charges ⁱⁱ	Recurring	Nonrecurring	May be up to 4%	May be up to 16%
	(col. 1)	(col. 2)	(col. 3)	(col. 4)	(col. 5)
Alcona	\$3.16	\$0.42	0	\$0.55	\$2.19
Alger	\$0.66	\$0.29	0	\$0.37	0
Allegan	\$3.11	\$0.26	0	0	\$2.85
Alpena	\$4.28	\$0.28	0	\$0.80	\$3.20
Antrim	\$3.40	\$0.49	0	\$0.73	\$2.18
Arenac	\$1.09	\$0.37	0	\$0.72	0
Baraga	0	0	0	0	0
Barry	\$0.18	\$0.18	0	0	0
Bay	\$0.21	\$0.21	0	0	0
Benzie	\$2.97	\$0.22	0	\$0.69	\$2.06
Berrien	\$0.80	0	0	\$0.80	0
Branch	\$1.00	\$0.45	0	\$0.55	0
Calhoun	\$0.89	\$0.24	0	\$0.65	0
Cass	\$2.76	\$0.36	0	\$0.80	\$1.60
Charlevoix	\$1.04	\$0.24	0	\$0.80	0
Cheboygan	\$1.04	\$0.24	0	\$0.80	0
Chippewa	\$2.39	\$0.31	\$0.08	\$0.55	\$1.45
Clare	\$1.01	\$0.21	0	\$0.80	0
Clinton	\$4.30	\$0.30	0	\$0.80	\$3.20
Conf.East.Wayne ³	\$1.00	\$0.20	0	\$0.80	0
Conf.West.Wayne ³	\$0.99	\$0.19	0	\$0.80	0
Detroit Emergency ³	\$1.07	\$0.27	0	\$0.80	0
Downriver ³	\$1.01	\$0.21	0	\$0.80	0
Crawford	\$4.28	\$0.28	0	\$0.80	\$3.20
Delta	\$1.05	\$0.25	0	\$0.80	0
Dickinson	\$1.19	\$0.49	0	\$0.70	0
Eaton	\$0.22	\$0.22	0	0	0
Emmet	\$1.04	\$0.24	0	\$0.80	0
Genesee	\$2.61	\$0.21	0	0	\$2.40

Gladwin	\$1.01	\$0.21	0	\$0.80	0
Gogebic	\$1.02	\$0.50	0	\$0.52	0
Grand Traverse	\$1.04	\$0.24	0	\$0.80	0
Gratiot	\$3.12	\$0.23	0	0	\$2.89
Hillsdale	\$2.99	\$0.55	0	0	\$2.44
Houghton	\$2.57	\$0.34	0	\$0.47	\$1.76
Huron	\$3.95	\$0.34	0	\$0.72	\$2.89
Ingham	\$0.79	\$0.21	0	\$0.58	0
Ionia	\$4.04	\$0.24	0	\$0.60	\$3.20
Iosco	\$3.14	\$0.26	0	\$0.53	\$2.35
Iron	\$2.70	\$0.42	0	\$0.47	\$1.81
Isabella	\$4.33	\$0.33	0	\$0.80	\$3.20
Jackson	\$1.07	\$0.27	0	\$.80	0
Kalamazoo	\$0.17	\$0.17	0	0	0
Kalkaska	\$4.36	\$0.36	0	\$0.80	\$3.20
Keweenaw	0	0	0	0	0
Kent	\$0.15	\$0.15	0	0	0
Lake	\$4.22	\$0.22	0	\$0.80	\$3.20
Lapeer	\$3.27	\$0.17	0	.80	\$2.30
Leelanau	\$0.26	\$0.26	0	0	0
Lenawee	\$2.81	\$0.29	0	\$0.72	\$1.80
Livingston	\$3.73	\$0.23	0	\$0.30	\$3.20
Luce	\$2.06	\$0.28	0	\$0.36	\$1.42
Mackinac	\$2.07	\$0.27	0	\$0.80	\$1.00
Macomb	\$0.17	\$0.17	0	0	0
Manistee	\$0.23	\$0.23	0	0	0
Marquette	\$0.24	\$0.24	0	0	0
Mason/Oceana	\$3.79	\$0.29	0	\$0.72	\$2.78
Meceola ⁴	\$3.50	\$0.30	0	0	\$3.20
Menominee	\$2.73	\$0.35	0	\$0.48	\$1.90
Midland	\$0.24	\$0.24	0	0	0
Missaukee	\$0.39	\$0.39	0	0	0
Monroe	\$1.08	\$0.28	0	\$0.80	0
Montcalm	\$4.62	\$0.62	0	\$0.80	\$3.20
Montmorency	\$3.12	\$0.32	0	\$0.80	\$2.00
Muskegon	\$0.92	\$0.20	0	\$0.72	0
Newaygo	\$3.80	\$0.80	0	\$0.58	\$2.42
Oakland	\$0.50	\$0.22	0	\$0.28	0
Ogemaw	\$1.06	\$0.26	0	\$0.80	0

Ontonagon	\$1.30	\$0.40	\$0.10	\$0.80	0
Oscoda	\$1.22	\$0.50	0	\$0.72	0
Otsego	\$3.03	\$0.63	0	0	\$2.40
Ottawa	\$0.22	\$0.22	0	0	0
Presque Isle	\$0.88	\$0.40	0	\$0.48	0
Roscommon	\$0.50	\$0.50	0	0	0
Saginaw	\$4.26	\$0.26	0	\$0.80	\$3.20
Sanilac	\$1.09	\$0.29	0	\$0.80	0
Schoolcraft	\$1.17	\$0.42	\$0.12	\$0.63	0
Shiawassee	\$2.88	\$0.38	0	\$0.34	\$2.16
St. Clair	\$1.01	\$0.21	0	\$0.80	0
St. Joseph	\$0.25	\$0.25	0	0	0
Tuscola	\$4.24	\$0.24	0	\$0.80	\$3.20
Van Buren	\$1.04	\$0.24	0	\$0.80	0
Washtenaw	\$0.99	\$0.19	0	\$0.80	0
Wexford	\$0.75	\$0.23	0	\$0.52	0

1. Data Source: Compiled by the Michigan Public Service Commission Staff with data received from McCartney and Company, P.C.

2. Calendar year technical charges are compiled and reset to reflect actual 9-1-1 system costs July 1 of each year.

3. The Wayne County 9-1-1 District is made up of four conferences, the Conference of Eastern Wayne, the Conference of Western Wayne, Detroit Emergency, and Downriver.

4. Meceola represents the combination district of Mecosta and Osceola counties.

Explanation of the 9-1-1 Table

The Emergency Telephone Service Enabling Act, Public Act 32 of 1986 as amended (the Act) makes up the legislative authority for the establishment and funding of the 9-1-1 emergency telephone service program. The latest version of the Michigan Compiled 9-1-1 Laws can be accessed through the Michigan Emergency Telephone Service Committee web page at: http://www.michigan.gov/msp/0,1607,7-123-1579_34040_34203---,00.html . Following is a brief description of certain elements of this law.

The Act established a state committee whose members include, but are not limited to, representatives of the telephone industry, the State Police, the Michigan Public Service Commission and the counties. The Committee meets quarterly and acts in an advisory capacity. The 9-1-1 emergency telephone services programs are administered by the counties. Each county has a committee that establishes a plan that defines its 9-1-1 service program and then oversees the operation of its program and public service answering points (PSAPs). The Act defines how the 9-1-1 emergency service program is to be funded.

Billing for Emergency Service

- Each service supplier within a 9-1-1 service district provides a billing and collection service for technical and operational charges from all users of its service within the geographic boundaries of the 9-1-1 district.

- The billing and collection of the operational charge and that portion of the technical charge used for billing costs begins as soon as feasible after the final 9-1-1 service plan has been approved.
- The billing and collection of the operational charge and that portion of the technical charge not already used for billing costs begins as soon as feasible after installation and operation of the 9-1-1 system.
- The portion of the technical charge that represents start-up costs, nonrecurring billing, installation, service, and equipment charges of a supplier including the costs of updating equipment necessary for conversion to the 9-1-1 service shall be amortized with carrying costs at the prime rate plus 1%, over a period not to exceed 10 years and shall be billed and collected from all users only until those amounts are fully recouped by a service supplier. The assessment may be changed after five years if needed for the remainder of the amortization period.

Caps on 9-1-1 Charges

- Recurring technical charges are limited to 4% of the lesser of \$20.00 or the highest monthly rate charged by a service supplier for **primary** basic local exchange service (col. 2).
- Nonrecurring technical charges are limited to 5% of the lesser of \$20.00 or the highest monthly rate charged by a service supplier for **primary** basic local exchange service within the 9-1-1 service district (col. 3).
- A county may, with permission of the county commissioners, assess an amount for the recurring operational costs not exceeding 4% of the lesser of \$20.00 or the highest monthly rate charged by a service supplier for **primary** basic local exchange service (col. 4).
- With a vote of the citizens of a county, an additional 16% of the lesser of \$20.00 or the highest monthly flat rate charged by a service supplier for **primary basic local exchange service** within the 9-1-1 service district may be assessed for the operational charge (col. 5).
- Every access line in the 9-1-1 service area is assessed the same amount for this service.

How 9-1-1 Charges Are to be Spent

- The technical nonrecurring charge covers the cost of network start-up costs, customer notification costs, nonrecurring billing costs, the network nonrecurring installation, and equipment charges of a service supplier providing 9-1-1 services under the Act (col. 3).
- The technical recurring charge covers the cost of customer notification, recurring billing costs including an allowance for uncollectables for technical and operational charges, the network recurring maintenance, and equipment charges of a service supplier providing 9-1-1 services under the Act (col. 2).
- The operational charge covers the cost of county operations including non network technical equipment, and other costs directly related to the dispatch facility and the operation of one or more PSAPs including, but not limited to, the costs of dispatch personnel and radio equipment necessary to provide 2-way communication between the PSAPs and a public safety agency. The operational charge does not include non-PSAP related costs such as response vehicles and other personnel (col. 4 and col. 5).
- Technical charges and operational charges for 9-1-1 are to be listed separately on telephone bills.

- Counties may decide to use their millage or a combination of 9-1-1 charges and millage to fund their 9-1-1 emergency service program with the approval of county voters,

CLEC responsibilities

- A CLEC must notify the county 9-1-1 administrator before beginning to serve customers in any county. The 9-1-1 administrators have first hand knowledge of the activities the CLEC must accomplish to maintain the integrity of the 9-1-1 system in their county. This contact is a matter of public safety. The administrators are listed on the Michigan Emergency Telephone Service Committee web page at http://www.michigan.gov/documents/PSAP_2004_109123_7.pdf.
- If you are doing your own billing, bill each customer for the specific 9-1-1 charges that are appropriate to their county of residence and forward the money to the appropriate entity.
- Be knowledgeable about your contracts and agreements with other providers and the responsibilities that those encompass, including such responsibilities as timely data base updates, proper disposition of 9-1-1 charges collected, etc.

State	WLN Fee	Structure	WLS Fee	Structure
Alabama	Varies	Local	\$0.70	State Fee/Oversight&Local
Alaska	Up to \$2.00	Local	Up to \$2.00	Local
Arizona	\$0.37	State Fee/Oversight&Local	\$0.37	State Fee/Oversight&Local
Arkansas	5% or 12% of tariff rate	Local	\$0.40	State Fee/Oversight&Local
California	.72% of intrastate toll	State Fee/Oversight&Local	.72% of intrastate toll	State Fee/Oversight&Local
Colorado	Up to \$0.70	Local	Up to \$0.70	Local
Connecticut	\$0.37	State Fee/Oversight&Local	\$0.37	State Fee/Oversight&Local
Delaware	\$0.60	State Fee/Oversight&Local	\$0.60	State Fee/Oversight&Local
Florida	\$0.50	Local	\$0.50	State Fee/Oversight&Local
Georgia	Up to \$1.50	Local	Up to \$1.00	Local
Hawaii	\$0.27	Local	\$0.66	State Fee/Oversight&Local
Idaho	Up to \$1.00	Local	Up to \$1.00	Local with State Advisory
Illinois	Up to \$1.25	Local	Up to \$0.75	State Fee/Oversight&Local
Indiana	3% to 5% of monthly access charge	Local	Up to \$1.00	State Fee/Oversight&Local
Iowa	Up to \$1.00 plus another \$1.00 for 24 mons.	State Fee/Oversight&Local	\$0.65	State Fee/Oversight&Local
Kansas	Up to \$0.75	Local	\$0.25	State Fee/Oversight&Local
Kentucky	\$0.25	Local	\$0.70	State Fee/Oversight&Local
Louisiana	5% of tariff rates	Local	\$0.85	Local
Maine	\$0.50	State Program	\$0.50	State Program
Maryland	\$1.00	State Fee/Oversight&Local	\$1.00	State Fee/Oversight&Local
Massachusetts	\$0.85	State Program	\$0.30	State Program
Michigan	Varies	Local	\$0.52	State Fee/Oversight&Local
Minnesota	\$0.65	State Fee/Oversight&Local	\$0.65	State Fee/Oversight&Local
Mississippi	\$0.85 to \$2.05	Local	\$1.00	State Fee/Oversight&Local
Missouri	15% of tariff rate or \$0.75	Local	none	NA
Montana	\$0.50	State Fee/Oversight&Local	\$0.50	State Fee/Oversight&Local
Nebraska	\$0.50 or higher under certain conditions	Local	\$0.70	State Fee/Oversight&Local
Nevada	\$0.25 or tax base	Local	\$0.25 or tax base	Local
New Hampshire	\$0.25	State Program	\$0.25	State Program
New Jersey	\$0.90	State Program	\$0.90	State Program
New Mexico	\$0.25 plus \$0.26	State Fee/Oversight&Local	\$0.51	State Fee/Oversight&Local
New York	\$0.35 or \$1.00	Local	\$0.35 and \$1.25	State Fee/Oversight&Local
North Carolina	Varies	Local	\$0.70	State Fee/Oversight&Local
North Dakota	\$1.00	Local	\$1.00	Local
Ohio	Property tax and/or fee up to \$0.50	Local	\$0.32	State Fee/Oversight&Local
Oklahoma	Varies up to 15% of tariff rates	Local	\$1.50	Local
Oregon	\$0.75	State Fee/Oversight&Local	\$0.75	State Fee/Oversight&Local
Pennsylvania	\$1.00 to \$1.50	Local	\$1.00	State Fee/Oversight&Local
Rhode Island	\$0.47	State Program	\$0.47	State Program
South Carolina	\$0.50 to \$1.50	Local	\$0.58	State Fee/Oversight&Local
South Dakota	\$0.75	Local	\$0.75	Local
Tennessee	Up to \$0.65 on resid. & Up to \$2.00 for bus.	Local	Up to \$2.00 but set at \$1.00	State Fee/Oversight&Local
Texas	\$0.50 plus it varies by HRC & ECD	Combination	\$0.50	Combination
Utah	\$0.65 local fee plus \$0.13 state fee	Local	\$0.65 local fee plus \$0.13 state fee	State Fee/Oversight&Local
Vermont	USF	State Program	none	State Program
Virginia	up to \$3.00	Local	\$0.75	State Fee/Oversight&Local
Washington	\$0.20 & \$0.50	State Fee/Oversight&Local	\$0.20 & \$0.50	State Fee/Oversight&Local
West Virginia	Varies	Local	\$3.00	Local
Wisconsin	Varies	Local	Not set to date	State Fee/Oversight&Local
Wyoming	\$0.75	Local	\$0.75	Local

Key to Classifications:

Local-This is a local program from fee imposition, collections, 911 service implementation, contracting, etc.

State Program-This is a state program from the fee imposition, collections, 911 service implementation, contracting, etc.

State Fee/Oversight & Local-This is a program where the state law authorizes the fees, and remittance is to the state who has oversight authority via plan approval, standard/rule setting, and fund authorizations. Local government is responsible for the implementation, contract, etc.

In wireless, this means there is a wireless board or the state agency has funding oversight.

This information compiled and provided by Intrado.

EMERGENCY TELEPHONE SERVICE ENABLING ACT

EMERGENCY TELEPHONE SERVICE ENABLING ACT Act 32 of 1986

AN ACT to provide for the establishment of emergency telephone districts; to provide for the installation, operation, modification, and maintenance of universal emergency number service systems; to provide for the imposition and collection of certain charges; to provide the powers and duties of certain state agencies, local units of government, public officers, telephone service suppliers, and others; to create an emergency telephone service committee; to provide remedies; to provide penalties; and to repeal certain parts of this act on specific dates.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1989, Act 36, Imd. Eff. June 1, 1989; Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994.

Popular name: 9-1-1

The People of the State of Michigan enact:

CHAPTER I

***** 484.1101 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1101 Short title.

Sec. 101. This act shall be known and may be cited as the "emergency telephone service enabling act".

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1102 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1102 Definitions.

Sec. 102. As used in this act:

(a) "Automatic location identification" or "ALI" means a 9-1-1 service feature provided by the service supplier that automatically provides the name and service address or, for a CMRS service supplier, the location associated with the calling party's telephone number as identified by automatic number identification to a 9-1-1 public safety answering point.

(b) "Automatic number identification" or "ANI" means a 9-1-1 service feature provided by the service supplier that automatically provides the calling party's billing telephone number to a 9-1-1 public safety answering point.

(c) "Commercial mobile radio service" or "CMRS" means commercial mobile radio service regulated under section 3 of title I and section 332 of title III of the communications act of 1934, chapter 652, 48 Stat. 1064, 47 U.S.C. 153 and 332, and the rules of the federal communications commission or provided pursuant to the wireless emergency service order. Commercial mobile radio service or CMRS includes all of the following:

(i) A wireless 2-way communication device, including a radio telephone used in cellular telephone service or personal communication service.

(ii) A functional equivalent of a radio telephone communications line used in cellular telephone service or personal communication service.

(iii) A network radio access line.

(d) "CMRS connection" means each number assigned to a CMRS customer.

(e) "Consolidated dispatch" means a countywide or regional emergency dispatch service that provides dispatch service for 75% or more of the law enforcement, fire fighting, emergency medical service, and other emergency service agencies within the geographical area of a 9-1-1 service district or serves 75% or more of the population within a 9-1-1 service district.

(f) "Database service provider" means a service supplier who maintains and supplies or contracts to maintain and supply an ALI database or a MSAG.

(g) "Direct dispatch method" means that the agency receiving the 9-1-1 call at the public safety answering point decides on the proper action to be taken and dispatches the appropriate available public safety service unit located closest to the request for public safety service.

(h) "Emergency response service" or "ERS" means a public or private agency that responds to events or situations that are dangerous or that are considered by a member of the public to threaten the public safety. An emergency response service includes a police or fire department, an ambulance service, or any other public or private entity trained and able to alleviate a dangerous or threatening situation.

(i) "Emergency service zone" or "ESZ" means the designation assigned by a county to each street name and address range that identifies which emergency response service is responsible for responding to an exchange access facility's premises.

(j) "Emergency telephone charge" means emergency telephone operational charge and emergency telephone technical charge.

(k) "Emergency telephone district" or "9-1-1 service district" means the area in which 9-1-1 service is provided or is planned to be provided to service users under a 9-1-1 system implemented under this act.

(l) "Emergency telephone district board" means the governing body created by the board of commissioners of the county or counties with authority over an emergency telephone district.

m) "Emergency telephone operational charge" means a charge for nonnetwork technical equipment and other costs directly related to the dispatch facility and the operation of 1 or more PSAPs including, but not limited to, the costs of dispatch personnel and radio equipment necessary to provide 2-way communication between PSAPs and a public safety agency. Emergency telephone operational charge does not include non-PSAP related costs such as response vehicles and other personnel.

(n) "Emergency telephone technical charge" means a charge for the network start-up costs, customer notification costs, billing costs including an allowance for uncollectibles for technical and operational charges, and network nonrecurring and recurring installation, maintenance, service, and equipment charges of a service supplier providing 9-1-1 service under this act.

(o) "Exchange access facility" means the access from a particular service user's premises to the telephone system. Exchange access facilities include service supplier provided access lines, PBX trunks, and centrex line trunk equivalents, all as defined by tariffs of the service suppliers as approved by the public service commission. Exchange access facilities do not include telephone pay station lines or WATS, FX, or incoming only lines.

(p) "Final 9-1-1 service plan" means a tentative 9-1-1 service plan that has been modified only to reflect necessary changes resulting from any exclusions of public agencies from the 9-1-1 service district of the tentative 9-1-1 service plan under section 306 and any failure of public safety agencies to be designated as PSAPs or secondary PSAPs under section 307.

(q) "Master street address guide" or "MSAG" means a perpetual database that contains information continuously provided by a service district that defines the geographic area of the service district and includes an alphabetical list of street names, the range of address numbers on each street, the names of each community in the service district, the emergency service zone of each service user, and the primary service answering point identification codes.

(r) "Obligations" means bonds, notes, installment purchase contracts, or lease purchase agreements to be issued by a public agency under a law of this state.

(s) "Person" means an individual, corporation, partnership, association, governmental entity, or any other legal entity.

(t) "Primary public safety answering point", "PSAP", or "primary PSAP" means a communications facility operated or answered on a 24-hour basis assigned responsibility by a public agency or county to receive 9-1-1 calls and to dispatch public safety response services, as appropriate, by the direct dispatch method, relay method, or transfer method. It is the first point of reception by a public safety agency of a 9-1-1 call and serves the jurisdictions in which it is located and other participating jurisdictions, if any.

(u) "Prime rate" means the average predominant prime rate quoted by not less than 3 commercial financial institutions as determined by the department of treasury.

(v) "Private safety entity" means a nongovernmental organization that provides emergency fire, ambulance, or medical services.

(w) "Public agency" means a village, township, charter township, or city within the state and any special purpose district located in whole or in part within the state.

(x) "Public safety agency" means a functional division of a public agency, county, or the state that provides fire fighting, law enforcement, ambulance, medical, or other emergency services.

(y) "Qualified obligations" means obligations that meet 1 or more of the following:

(i) The proceeds of the obligations benefit the 9-1-1 district, and for which all of the following conditions are met:

(A) The proceeds of the obligations are used for capital expenditures, costs of a reserve fund securing the obligations, and costs of issuing the obligations. The proceeds of obligations shall not be used for operational expenses.

(B) The weighted average maturity of the obligations does not exceed the useful life of the capital assets.

(C) The obligations shall not in whole or in part appreciate in principal amount or be sold at a discount of more than 10%.

(ii) The obligations are issued to refund obligations that meet the conditions described in subparagraph (i) and the net present value of the principal and interest to be paid on the refunding obligations, excluding the cost of issuance, will be less than the net present value of the principal and interest to be paid on the obligations being refunded, as calculated using a method approved by the department of treasury.

(z) "Relay method" means that a PSAP notes pertinent information and relays it by telephone, radio, or private line to the appropriate public safety agency or other provider of emergency services that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

(aa) "Secondary public safety answering point" or "secondary PSAP" means a communications facility of a public safety agency or private safety entity that receives 9-1-1 calls by the transfer method only and generally serves as a centralized location for a particular type of emergency call.

(bb) "Service supplier" means a person providing a telephone service or a CMRS to a service user in this state.

(cc) "Service user" means an exchange access facility or CMRS service customer of a service supplier within a 9-1-1 system.

(dd) "Tariff" means the rate approved by the public service commission for 9-1-1 service provided by a particular service supplier. Tariff does not include a rate of a commercial mobile radio service by a particular supplier.

(ee) "Tentative 9-1-1 service plan" means a plan prepared by 1 or more counties for implementing a 9-1-1 system in a specified 9-1-1 service district.

(ff) "Transfer method" means that a PSAP transfers the 9-1-1 call directly to the appropriate public safety agency or other provider of emergency service that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

(gg) "Universal emergency number service" or "9-1-1 service" means public telephone service that provides service users with the ability to reach a public safety answering point by dialing the digits "9-1-1".

(hh) "Universal emergency number service system" or "9-1-1 system" means a system for providing 9-1-1 service under this act.

(ii) "Wireless emergency service order" means the order of the federal communications commission, FCC docket No. 94-102, adopted June 12, 1996 with an effective date of October 1, 1996.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1991, Act 196, Imd. Eff. Jan. 2, 1992; Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994; Am. 1996, Act 313, Imd. Eff. June 24, 1996; Am. 1999, Act 80, Eff. Oct. 27, 1999.

Popular name: 9-1-1

CHAPTER II

***** 484.1201 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1201 Implementation of universal emergency number service system; condition.

Sec. 201. Except as provided in sections 407 to 412, a universal emergency number service system shall

not be implemented pursuant to this act unless a tariff exists for each service supplier designated by the final 9-1-1 service plan to provide 9-1-1 service in the universal emergency number system.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994; Am. 1999, Act 78, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1201a THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1201a Universal emergency number service system; creation by counties.

Sec. 201a. A county or group of counties may create a universal emergency number service system under this act.

History: Add. 1994, Act 29, Imd. Eff. Mar. 2, 1994.

Popular name: 9-1-1

***** 484.1201b THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1201b Universal emergency number service system; creation by cities.

Sec. 201b. With the approval of the county board of commissioners of a county that has a population of 2,000,000 or more, 4 or more cities within the county may create a universal emergency number service system under this act.

History: Add. 1994, Act 29, Imd. Eff. Mar. 2, 1994.

Popular name: 9-1-1

***** 484.1202 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1202 Technical modifications to existing system; cost.

Sec. 202. A public agency which is excluded from a 9-1-1 service district in a 9-1-1 system implemented pursuant to this act, but which is operating an existing emergency telephone service at the time the 9-1-1 system is implemented, shall permit any technical modifications to its existing system which are necessary for compatibility with the 9-1-1 system. Any cost of the service supplier associated with such modifications shall not be the responsibility of the excluded public agency but shall be included as part of the costs collected from service users in the 9-1-1 service district pursuant to section 401.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1203 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1203 Primary emergency telephone number; secondary backup number; number for nonemergency calls.

Sec. 203. The digits 9-1-1 shall be the primary emergency telephone number within every 9-1-1 system established pursuant to this act. A public safety agency whose services are available through a 9-1-1 system implemented pursuant to this act may maintain a separate secondary backup number for emergencies, and shall maintain a separate number for nonemergency telephone calls.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1204 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1204 System designs.

Sec. 204. (1) A 9-1-1 system implemented pursuant to this act shall be designed to meet the individual circumstances of each county and the public agencies participating in the 9-1-1 system, and shall be within the service limitations of service suppliers providing the 9-1-1 service in the 9-1-1 system. System designs shall include provision for expansion of the system to include capabilities not required in initial implementation, including the addition of PSAPs and secondary PSAPs.

(2) Every 9-1-1 system shall be designed so that a 9-1-1 call is processed by means of either the direct dispatch method, the relay method, or the transfer method. At least 2 of the specified methods shall be available for use by the PSAP receiving the call. The PSAP may handle nonemergency calls by referring the caller to another number.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1205 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1205 Capabilities and requirements of 9-1-1 system.

Sec. 205. (1) A 9-1-1 system established pursuant to this act shall be capable of transmitting requests for law enforcement, fire fighting, and emergency medical and ambulance services to 1 or more public safety agencies which provide the requested service to the place where the call originates.

(2) A 9-1-1 system shall process all 9-1-1 calls originating from telephones within an exchange any part of which is within the emergency telephone district served by the system. This requirement does not apply to any part of an exchange not located within the county or counties that established the 9-1-1 system if that part has been included in an implemented 9-1-1 system for the county within which that part is located.

(3) A 9-1-1 system may provide for transmittal of requests for other emergency services, such as poison control, suicide prevention, and civil defense. Conferencing capability with counseling, aid to persons with disabilities, and other services as considered necessary for emergency response determination may be provided by the 9-1-1 system.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994; Am. 1998, Act 23, Imd. Eff. Mar. 12, 1998.

Popular name: 9-1-1

***** 484.1206 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1206 PSAP transmissions.

Sec. 206. A PSAP may transmit emergency response requests to private safety entities under a 9-1-1 system.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1207 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1207 Automatic alerting devices prohibited.

Sec. 207. The installation of automatic intrusion alarms and other automatic alerting devices which cause

the number 9-1-1 to be dialed shall be prohibited in a 9-1-1 system.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

CHAPTER III

***** 484.1301 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1301 Emergency telephone district; establishment; implementation of 9-1-1 service; modification or alteration of existing emergency telephone service; emergency telephone district board; creation and powers; receipt of operational funds by multiple districts; operation of systems.

Sec. 301. (1) The board of commissioners of a county may establish an emergency telephone district within all or part of the county and may cause 9-1-1 service to be implemented within the emergency telephone district under this act.

(2) The board of commissioners of a county all or part of which is operating an existing emergency telephone service may modify the existing emergency telephone service or may alter the scope or method of financing of 9-1-1 service within all or part of the county by establishing an emergency telephone district and causing 9-1-1 service to be implemented within the emergency telephone district under this act.

(3) The board of commissioners of a county may create an emergency telephone district board and delegate certain powers to the board.

(4) If the board of commissioners of a county has created multiple emergency telephone districts before March 2, 1994, the emergency telephone districts created shall receive all operational funds collected by the service supplier of the district and operate the systems as provided by this act.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994; Am. 2006, Act 249, Imd. Eff. July 3, 2006.

Popular name: 9-1-1

***** 484.1302 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1302 Emergency telephone district; joint establishment; implementation of 9-1-1 service; actions; notices.

Sec. 302. Two or more county boards of commissioners may jointly establish an emergency telephone district within all or part of the counties and may cause 9-1-1 service to be implemented within such emergency telephone district pursuant to this act. If 2 or more county boards of commissioners wish to jointly establish an emergency telephone district pursuant to this act, then all actions required or permitted to be taken by a county or its officials pursuant to this act shall be taken by each county or the officials of each county, and all notices required or permitted to be given to a county or its officials pursuant to this act shall be given to each county or the officials of each county.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1303 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1303 Tentative 9-1-1 service plan; adoption by resolution; requirements; payments for installation and recurring charges associated with PSAP.

Sec. 303. (1) To establish an emergency telephone district and to cause 9-1-1 service to be implemented within that emergency telephone district, the board of commissioners of a county shall first adopt a tentative 9-1-1 service plan by resolution.

(2) A tentative 9-1-1 service plan shall comply with chapter II and shall address at a minimum all of the following:

(a) Technical considerations of the service supplier, including but not limited to, system equipment for facilities to be used in providing emergency telephone service.

(b) Operational considerations, including but not limited to, the designation of PSAPs and secondary PSAPs, the manner in which 9-1-1 calls will be processed, the dispatch functions to be performed, plans for documenting closest public safety service unit dispatching requirements, the dispatch of Michigan state police personnel, and identifying information systems to be utilized.

(c) Managerial considerations including the organizational form and agreements that would control technical, operational, and fiscal aspects of the emergency telephone service.

(d) Fiscal considerations including projected nonrecurring and recurring costs with a financial plan for implementing and operating the system.

(3) The tentative 9-1-1 service plan shall require each public agency operating a PSAP under the 9-1-1 system to pay directly for all installation and recurring charges for terminal equipment, including customer premises equipment, associated with the public agency's PSAP, and may require each public agency operating a PSAP under the 9-1-1 system to pay directly to the service supplier all installation and recurring charges for all 9-1-1 exchange and tie lines associated with the public agency's PSAP.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994; Am. 1999, Act 80, Eff. Oct. 27, 1999.

Popular name: 9-1-1

***** 484.1304 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1304 Specifications of resolution.

Sec. 304. A resolution adopting a tentative 9-1-1 service plan pursuant to section 303 shall specify a time, date, and place for the public hearing to be held on the final 9-1-1 service plan pursuant to section 309, which date shall be not less than 90 days after the date of the adoption of the resolution authorized by this section.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1305 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1305 Forwarding copy of resolution and tentative 9-1-1 service plan to clerk or other appropriate official.

Sec. 305. Within 5 days after the adoption of a resolution authorized in section 303, the county clerk shall forward a copy of such resolution, together with a copy of the tentative 9-1-1 service plan, by certified mail, return receipt requested, to the clerk or other appropriate official of each public agency located within the 9-1-1 district of the tentative 9-1-1 service plan.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1306 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1306 Exclusion from 9-1-1 service district; notice of exclusion; form; signature.

Sec. 306. (1) Unless a public agency files with the county clerk a notice of exclusion from 9-1-1 service district pursuant to this section within 45 days after receipt of a copy of the resolution and a copy of the tentative 9-1-1 service plan adopted pursuant to section 303, the entire jurisdiction of the public agency or, if less than the entire jurisdiction of the public agency is included within the 9-1-1 service district of the tentative 9-1-1 service plan, then such portion of the jurisdiction of the public agency included within the 9-1-1 service district of the tentative 9-1-1 service plan shall be included within the 9-1-1 district of the final 9-1-1 service plan. A public agency may exclude less than the entire portion of its jurisdiction included in the 9-1-1 service district of the tentative 9-1-1 service plan. Each public agency, all or part of which is included within the 9-1-1 service district of the final 9-1-1 service plan, shall assist the particular county in the preparation of the final 9-1-1 service plan.

(2) If the entire jurisdiction of a public agency is to be excluded from the 9-1-1 service district pursuant to subsection (1), then the notice of exclusion from 9-1-1 service district shall be in substantially the following form:

NOTICE OF EXCLUSION
FROM 9-1-1 SERVICE DISTRICT

Pursuant to section 306 of the emergency telephone service enabling act, the _____ of _____ hereby notifies the board of commissioners of the county of _____ that the _____ of _____ is excluded from the 9-1-1 service district established by the tentative 9-1-1 service plan adopted by the board of commissioners on _____, 19____.

(Clerk)

(Acknowledgment)

(3) If less than the entire jurisdiction of a public agency is to be excluded from the 9-1-1 service district pursuant to subsection (1), then the notice of exclusion from 9-1-1 service district shall be in substantially the following form:

NOTICE OF EXCLUSION
FROM 9-1-1 SERVICE DISTRICT

Pursuant to section 306 of the emergency telephone service enabling act, the _____ of _____ hereby notifies the board of commissioners of the county of _____ that the portion of the _____ of _____ described on the attached map is excluded from the 9-1-1 service district established by the tentative 9-1-1 service plan adopted by the board of commissioners on _____, 19____.

(Clerk)

(Acknowledgment)

(4) A notice of exclusion from 9-1-1 service district shall be signed by the clerk of the public agency or, if the public agency has no clerk, by any other appropriate official of the public agency.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1307 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1307 Notice of intent to function as PSAP or secondary PSAP.

Sec. 307. (1) Any public safety agency designated in the tentative 9-1-1 service plan to function as a PSAP or secondary PSAP shall be so designated under the final 9-1-1 service plan if the public safety agency files with the county clerk a notice of intent to function as a PSAP or secondary PSAP within 45 days after the public agency which the public safety agency has been designated to serve by the tentative 9-1-1 service plan receives a copy of the resolution and the tentative 9-1-1 service plan adopted pursuant to section 303. The notice of intent to function as a PSAP or secondary PSAP shall be in substantially the following form:

NOTICE OF INTENT TO FUNCTION
AS A PSAP OR SECONDARY PSAP

Pursuant to section 307 of the emergency telephone service enabling act, _____ shall function as a (check one) _____ PSAP
_____ Secondary PSAP within the 9-1-1 service district of the tentative 9-1-1
_____ is excluded from the 9-1-1 service district established by the service plan adopted by resolution of the board of commissioners for the county of _____, on _____, 19____.

(Acknowledgment)

(2) If a public safety agency designated as a PSAP or secondary PSAP in the tentative 9-1-1 service plan fails to file a notice of intent to function as a PSAP or secondary PSAP within the time period specified in subsection (1), the public safety agency shall not be designated as a PSAP or secondary PSAP in the final 9-1-1 service plan.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1308 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1308 Hearing on final 9-1-1 service plan; notice.

Sec. 308. The clerk of each county which has adopted a tentative 9-1-1 service plan pursuant to section 303 shall give notice by publication of the hearing on the final 9-1-1 service plan to be held pursuant to section 309. The notice shall be published twice in a newspaper of general circulation within the county, the first publication of the notice occurring at least 30 days prior to the date of the hearing. The notice shall state all of the following:

(a) The time, date, and place of the hearing.

(b) A description of the boundaries of the 9-1-1 service district of the final 9-1-1 service plan as determined at the expiration of the time for filing a notice of exclusion from 9-1-1 service district pursuant to section 306.

(c) That if the board of commissioners of the county, after a hearing, adopts the final 9-1-1 service plan pursuant to this act, an emergency telephone technical charge and, if an emergency telephone operational charge has been approved, an emergency telephone operational charge shall be collected on a uniform basis from all service users within the 9-1-1 service district.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994.

Popular name: 9-1-1

***** 484.1309 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1309 Conduct of hearing; opportunity to be heard.

Sec. 309. The board of commissioners shall conduct a hearing on the final 9-1-1 service plan at the time place, and date specified in the notice published pursuant to section 308. All persons attending the meeting shall be afforded a reasonable opportunity to be heard.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1310 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1310 Final 9-1-1 service plan; adoption by resolution; application to service suppliers.

Sec. 310. After conducting the hearing on the final 9-1-1 service plan pursuant to this act, the board of commissioners of the affected county may adopt by resolution the final 9-1-1 service plan. Upon adoption of the resolution, the county, on behalf of public agencies located within the 9-1-1 service district, shall apply in writing to the service supplier or suppliers designated to provide 9-1-1 service within the 9-1-1 service district under the final 9-1-1 service plan.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1311 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1311 Implementation of 9-1-1 service in 9-1-1 service district; public safety agency to function as PSAP or secondary PSAP.

Sec. 311. (1) As soon as feasible after receipt of a written application from a county requesting 9-1-1 service within a 9-1-1 service district described in a final 9-1-1 service plan adopted pursuant to this act, each service supplier designated in the final 9-1-1 service plan shall implement 9-1-1 service within the 9-1-1 service district in accordance with the final 9-1-1 service plan.

(2) Upon implementation of 9-1-1 service in a 9-1-1 service district pursuant to subsection (1), each public safety agency designated as a PSAP or secondary PSAP in the final 9-1-1 service plan shall begin to function as a PSAP or secondary PSAP.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1991, Act 196, Imd. Eff. Jan. 2, 1992.

Popular name: 9-1-1

***** 484.1312 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1312 Amendment of final 9-1-1 service plan.

Sec. 312. After a final 9-1-1 service plan has been adopted pursuant to section 310, a county may amend the final 9-1-1 service plan only by complying with the procedures described in sections 301 to 310. Upon adoption of an amended final 9-1-1 service plan by the county board of commissioners, the county shall forward the amended final 9-1-1 service plan to the service supplier or suppliers designated to provide 9-1-1 service within the 9-1-1 service district as amended. Upon receipt of the amended final 9-1-1 service plan, each designated service supplier shall implement as soon as feasible the amendments to the final 9-1-1 service plan in the 9-1-1 service district as amended.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1313 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1313 Termination of 9-1-1 system.

Sec. 313. A 9-1-1 system implemented pursuant to this act shall be terminated only if each public agency, all or part of which was included within the 9-1-1 service district of the final 9-1-1 service plan, withdraws its entire jurisdiction from the 9-1-1 service district pursuant to section 505.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1314 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1314 Duties of service supplier or other owner or lessee of pay station telephone; installation of pay station telephone; costs of service supplier.

Sec. 314. (1) At the time that a 9-1-1 system becomes operational or as soon as feasible thereafter, each service supplier or other owner or lessee of a pay station telephone to be operated within the 9-1-1 service district shall do both of the following:

(a) Convert or cause to be converted each such telephone to permit a caller to dial 9-1-1 without first inserting a coin or paying any other charge.

(b) Prominently display on each such telephone a notice advising callers to dial 9-1-1 in an emergency and that deposit of a coin is not required.

(2) After commencement of 9-1-1 service in a 9-1-1 service district, a person shall not install, cause to be installed, or offer for use within the 9-1-1 district a pay station telephone, whether on public or private premises, unless the telephone is capable of accepting a 9-1-1 call without prior insertion of a coin or payment of any other charge, and displays the notice described in subsection (1).

(3) All costs of a service supplier associated with converting pay station telephones and maintaining the required notices under this section shall be borne by the service users within the 9-1-1 district.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1315 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1315 Displaying address of telephone.

Sec. 315. If the 9-1-1 system does not provide ALI, each service supplier, owner, or lessee of a pay station telephone shall prominently display on each telephone or telephone pay station the address of the telephone at the time that a 9-1-1 system becomes operational or as soon as feasible thereafter.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1316 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1316 Providing accurate database information; customer telephone numbers and service addresses; expenses; waiver of privacy; notice of inaccurate information.

Sec. 316. (1) Except for a CMRS supplier, a service supplier shall provide to a 9-1-1 database service provider accurate database information, including the name, service address, and telephone number of each user, in a format established and distributed by that database service provider. The information shall be provided to the 9-1-1 database service provider within the following time periods:

(a) Within 1 business day after the initiation of service or the processing of a service order change.

(b) Within 1 business day after receiving database information from a service supplier or service district.

(2) Except for a CMRS supplier, if an ALI is not offered by the service supplier with the 9-1-1 system and the 9-1-1 system requires that information, a service supplier shall provide current customer telephone numbers and service addresses to each PSAP and secondary PSAP within the 9-1-1 system and shall periodically update customer telephone numbers and service addresses and provide such information to each PSAP and secondary PSAP within the 9-1-1 system. The 9-1-1 service district shall determine the period within which the service supplier shall update customer telephone numbers and service addresses. Expenses incurred in providing this information shall be included in the price of the system. Private listing service customers in a 9-1-1 service district shall waive the privacy afforded by nonlisted and nonpublished numbers to the extent that the name and address associated with the telephone number may be furnished to the 9-1-1 system.

(3) A service district shall notify the service supplier or the database provider within 1 business day of any address that comes to the service district's attention that does not match the master street address guide.

(4) A CMRS supplier shall provide accurate database information for the ANI and the ALI to the 9-1-1 database service provider that complies with the wireless emergency service order.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1999, Act 80, Eff. Oct. 27, 1999.

Popular name: 9-1-1

***** 484.1317 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1317 Use of name, address, and telephone number information; limitation; violation as misdemeanor.

Sec. 317. Name, address, and telephone number information provided to a 9-1-1 system by a service supplier shall be used only for the purpose of identifying the telephone location or identity, or both, of a person calling the 9-1-1 emergency telephone number and shall not be used or disclosed by the 9-1-1 system agencies, their agents, or their employees for any other purpose, unless the information is used or disclosed as otherwise required under this act, to a member of a public safety agency if necessary to respond to events or situations that are dangerous or threaten individual or public safety, or pursuant to a court order. A person who violates this section is guilty of a misdemeanor.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 2004, Act 515, Imd. Eff. Jan. 3, 2005.

Popular name: 9-1-1

***** 484.1317a THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1317a Emergency notification system.

Sec. 317a. (1) A 9-1-1 service district may implement an emergency notification system that will allow emergency service responders to contact service users within a specific geographic area regarding an imminent danger or emergency that may affect the user's health, safety, or welfare.

(2) A person that provides an emergency notification system allowed under this section is a service supplier under section 604.

(3) A service supplier shall upon request provide to each 9-1-1 service district within the provider's service area the telephone number and address data, including all listed, unlisted, and unpublished numbers and addresses, for each service user within the district.

(4) A service supplier may charge a reasonable rate to provide the data required under subsection (3).

(5) A 9-1-1 service district shall not request the data required under subsection (3) more than once per month.

(6) The data provided under subsection (3) shall be used only for the purposes provided under this section.

(7) This section does not apply to a wireless carrier. As used in this subsection, "wireless carrier" means a provider of 2-way cellular, broadband PCS, geographic area 800 MHz and 900 MHz commercial mobile radio service, wireless communications service, or other commercial mobile radio service as defined in 47 CFR 20.3, that offers radio communications that may provide fixed, mobile, radio location, or satellite communication services to individuals or businesses within its assigned spectrum block and geographical area or that offers real-time, 2-way voice or data service that is interconnected with the public switched network, including a reseller of the service.

(8) A person who violates this section is guilty of a misdemeanor.

History: Add. 2004, Act 515, Imd. Eff. Jan. 3, 2005.

Popular name: 9-1-1

***** 484.1318 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1318 Agreement to service as PSAP or secondary PSAP.

Sec. 318. A public agency may enter into an agreement with a public safety agency of another public agency, or of the state, to serve as a PSAP or secondary PSAP for such public agency in a 9-1-1 system

implemented pursuant to this act.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994.

Popular name: 9-1-1

***** 484.1319 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1319 Duties of certain public agencies.

Sec. 319. A public agency that plans to establish a 9-1-1 system without using the financing method provided by section 401 shall do all of the following:

(a) Provide public notice of its intent to enter into a contract for 9-1-1 services. The public notice shall be provided in the same manner as required under section 308.

(b) Provide public notice of its intent to enter into a contract for 9-1-1 services to the county board of commissioners of the county within which the public agency is located and to all other public agencies that share wire centers with the contracting public agency. The public notice shall be provided in the same manner as required under section 308.

(c) Conduct a public hearing in the same manner as required under section 309.

History: Add. 1989, Act 36, Imd. Eff. June 1, 1989.

Popular name: 9-1-1

***** 484.1320 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1320 Emergency telephone district board; creation; membership, powers, and duties; appropriations to board; contracts; system to be used in dispatching participating service

units; basis for determination.

Sec. 320. (1) The county shall create an emergency telephone district board if a county creates a consolidated dispatch within an emergency telephone district after March 2, 1994.

(2) The membership of the board and the board's powers and duties shall be determined by the county board of commissioners. However, the membership of the board shall include a representative of the county sheriff or his or her designated representative, a representative of the Michigan state police designated by the director of the Michigan state police, and a firefighter. If the emergency telephone district consists of more than 1 county, the sheriff representative shall be appointed by the president of the Michigan sheriffs' association.

(3) A county or other public agency may make appropriations to the emergency telephone district board.

(4) A public agency may contract with the emergency telephone district board, and persons who are both members of the board and of the governing body of the public agency may vote both on the board and the body if approved by the contract.

(5) The basis under which a consolidated dispatch meets the requirement for being a dispatch under section 102(c) shall determine the system to be used in dispatching participating service units.

History: Add. 1994, Act 29, Imd. Eff. Mar. 2, 1994; Am. 1998, Act 122, Imd. Eff. June 10, 1998.

Popular name: 9-1-1

***** 484.1321 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1321 Services provided by consolidated dispatch.

Sec. 321. A consolidated dispatch shall provide full public safety dispatching services for service requests for the participating sheriff departments, state police, and other participating public safety agencies within the 9-1-1 service district.

History: Add. 1994, Act 29, Imd. Eff. Mar. 2, 1994.

Popular name: 9-1-1

CHAPTER IV

***** 484.1401 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1401 Agreement; emergency telephone technical charge and emergency operational charge; billing and collection service; computation; monthly charge for recurring costs and charges; ballot question; annual accounting; distribution of operational funds; limitation on levy and collection.

Sec. 401. (1) An emergency telephone district board, a 9-1-1 service district as defined in section 102 and created under section 201b, or a county on behalf of a 9-1-1 service area created by the county may enter into an agreement with a public agency that does either of the following:

(a) Grants a specific pledge or assignment of a lien on or a security interest in any money received by a 9-1-1 service district for the benefit of qualified obligations.

(b) Provides for payment directly to the public entity issuing qualified obligations of a portion of the emergency telephone operational charge sufficient to pay when due principal of and interest on qualified obligations.

(2) A pledge, assignment, lien, or security interest for the benefit of qualified obligations is valid and binding from the time the qualified obligations are issued without a physical delivery or further act. A pledge, assignment, lien, or security interest is valid and binding and has priority over any other claim against the emergency telephone district board, the 9-1-1 service district, or any other person with or without notice of the pledge, assignment, lien, or security interest.

(3) Except as provided in sections 407 to 412, each service supplier within a 9-1-1 service district shall provide a billing and collection service for an emergency telephone technical charge and emergency telephone operational charge from all service users of the service supplier within the geographical boundaries of the emergency telephone or 9-1-1 service district. The billing and collection of the emergency telephone operational charge and that portion of the technical charge used for billing cost shall begin as soon as feasible after the final 9-1-1 service plan has been approved. The billing and collection of the emergency telephone technical charge not already collected for billing costs shall begin as soon as feasible after installation and operation of the 9-1-1 system. The emergency

telephone technical charge and emergency telephone operational charge shall be uniform per each exchange access facility within the 9-1-1 service district. The portion of the emergency telephone technical charge that represents start-up costs, nonrecurring billing, installation, service, and equipment charges of the service supplier, including the costs of updating equipment necessary for conversion to 9-1-1 service, shall be amortized at the prime rate plus 1% over a period not to exceed 10 years and shall be billed and collected from all service users only until those amounts are fully recouped by the service supplier. The prime rate to be used for amortization shall be set before the first assessment of nonrecurring charges and remain at that rate for 5 years, at which time a new rate may be set for the remaining amortization period. Recurring costs and charges included in the emergency telephone technical charge and emergency telephone operational charge shall continue to be billed to the service user.

(4) Except as provided in sections 407 to 412 and subject to the limitation provided by this section, the amount of the emergency telephone technical charge and emergency telephone operational charge to be billed to the service user shall be computed by dividing the total emergency telephone technical charge and emergency telephone operational charge by the number of exchange access facilities within the 9-1-1 service district.

(5) Except as provided in subsection (7) and sections 407 to 412, the amount of emergency telephone technical charge payable monthly by a service user for recurring costs and charges shall not exceed 2% of the lesser of \$20.00 or the highest monthly rate charged by the service supplier for primary basic local exchange service under section 304 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2304, within the 9-1-1 service district. The amount of emergency telephone technical charge payable monthly by a service user for nonrecurring costs and charges shall not exceed 5% of the lesser of \$20.00 or the highest monthly rate charged by the service supplier for primary basic local exchange service under section 304 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2304, within the 9-1-1 service district. With the approval of the county board of commissioners, a county may assess an amount for recurring emergency telephone operational costs and charges that shall not exceed 4% of the lesser of \$20.00 or the highest monthly rate charged by the service supplier for primary basic local exchange service under section 304 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2304, within the geographical boundaries of the assessing county. The percentage to be set for the emergency telephone operational charge shall be established by the county board of commissioners under section 312. A change to the percentage set for the emergency telephone operational charge may be made only by the county board of commissioners. The difference, if any, between the amount of the emergency telephone technical charge computed under subsection (4) and the maximum permitted under this section shall be paid by the county from funds available to the county or through cooperative arrangements with public agencies within the 9-1-1 service district.

(6) Except as provided in sections 407 to 412, the emergency telephone technical charge and emergency telephone operational charge shall be collected in accordance with the regular billings of the service supplier. The amount collected for emergency telephone operational charge shall be paid by the service supplier to the county that authorized the collection. The emergency telephone technical charge and emergency telephone operational charge payable by service users pursuant to this act shall be added to and shall be stated separately in the billings to service users.

(7) Except as provided in sections 407 to 412, for a 9-1-1 service district created or enhanced after June 27, 1991, the amount of emergency telephone technical charge payable monthly by a service user for recurring costs and charges shall not exceed 4% of the lesser of \$20.00 or the highest monthly rate charged by the service supplier for primary basic local exchange service under section 304 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2304, within the 9-1-1 service district.

(8) Except as provided in sections 407 to 412, a county may, with the approval of the voters in the county, assess up to 16% of the lesser of \$20.00 or the highest monthly rate charged by the service supplier for primary basic local exchange service under section 304 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2304, within the geographical boundaries of the assessing county or assess a millage or combination of the 2 to cover emergency telephone operational costs. In a ballot question under this subsection, the board of commissioners shall specifically identify how the collected money is to be distributed. An affirmative vote on a ballot question under this subsection shall be considered an amendment to the 9-1-1 service plan pursuant to section 312. Not more than 1 ballot question under this subsection may be submitted to the voters within any 12-month period. An assessment approved under this subsection shall be before a period not greater than 5 years.

(9) The total emergency telephone operational charge as prescribed in subsections (5) and (8) shall not exceed 20% of the lesser of \$20.00 or the highest monthly flat rate charged for primary basic service by a service supplier for a 1-party access line.

(10) Except as provided in sections 407 to 412, if the voters approve the charge to be assessed on the service user's telephone bill on a ballot question under subsection (8), the service provider's bill shall state the following:

"This amount is for your 9-1-1 service which has been approved by the voters on (DATE OF VOTER APPROVAL). This is not a charge assessed by your telephone carrier. If you have questions concerning your 9-1-1 service, you may call (INCLUDE APPROPRIATE TELEPHONE NUMBER)."

(11) Except as provided in sections 407 to 412, an annual accounting shall be made of the emergency telephone operational charge approved under this act in the same manner as the annual accounting required by section 405.

(12) Except as otherwise provided in subsection (13), or as provided in sections 407 to 412, the emergency telephone operational charge collected under this section shall be distributed by the county or the counties to the primary PSAPs by 1 of the following methods:

(a) As provided in the final 9-1-1 service plan.

(b) If distribution is not provided for in the plan, then according to any agreement for distribution between the county and public agencies.

(c) If distribution is not provided in the plan or by agreement, then according to the distribution of access lines within the primary PSAPs.

(13) Except as provided in sections 407 to 412, if a county had multiple emergency telephone districts before the effective date of the amendatory act that added this subsection, then the emergency telephone operational charge collected under this section shall be distributed in proportion to the amount of access lines within the primary PSAPs.

(14) Except as provided in sections 407 to 412, this section shall not preclude the distribution of funding to secondary PSAPs if the distribution is determined by the primary PSAPs within the emergency telephone district to be the most effective method for dispatching of fire or emergency medical services and the distribution is approved within the final 9-1-1 service plan.

(15) Notwithstanding any other provision of this act, the emergency telephone technical charge and the emergency telephone operational charge shall not be levied or collected after December 31, 2007. If all or a portion of the emergency telephone operational charge has been pledged as security for the payment of qualified obligations, the emergency telephone operational charge shall be levied and collected only to the extent required to pay the qualified obligations or satisfy the pledge.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1989, Act 36, Imd. Eff. June 1, 1989; Am. 1991, Act 45, Imd. Eff. June 27, 1991; Am. 1991, Act 196, Imd. Eff. Jan. 2, 1992; Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994; Am. 1999, Act 81, Imd. Eff. June 28, 1999; Am. 2006, Act 249, Imd. Eff. July 3, 2006.

Popular name: 9-1-1

***** 484.1402 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1402 Liability for charge.

Sec. 402. Each billed service user shall be liable for any emergency telephone charge imposed on the service user pursuant to this act.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1403 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1403 Responsibility for billing charge and transmitting money.

Sec. 403. Except as provided in sections 407 to 412, each service supplier shall be solely responsible for

the billing for the emergency telephone charge and the transmittal of money collected from the emergency telephone operational charge.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994; Am. 1999, Act 81, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1404 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1404 Alteration of emergency telephone charge.

Sec. 404. After commencement of collection of the emergency telephone charge within a particular 9-1-1 service district, a service supplier providing or designated to provide 9-1-1 service pursuant to this act shall not alter the emergency telephone charge collected from service users within the 9-1-1 service district pursuant to this act except as follows:

(a) As provided in sections 405 and 407 to 412.

(b) Subject to the limitations provided by section 401(4), if additions or withdrawals of PSAPs or secondary PSAPs are made to the 9-1-1 service within a 9-1-1 service district pursuant to this act, the emergency telephone charge shall be increased or decreased in an amount such that the total emergency telephone charges to be collected in such billing period and in each billing period thereafter shall equal the total cost of providing 9-1-1 service within the 9-1-1 service district based on the rates and charges of the service supplier.

(c) Subject to the limitations provided by section 401(4), if a public agency is added to or withdraws from a 9-1-1 service district pursuant to this act, the emergency telephone charge shall be increased or decreased within the jurisdiction of the particular public agency in an amount such that the total emergency telephone charges to be collected in such billing period and in each billing period thereafter shall equal the total cost of providing 9-1-1 service within the modified 9-1-1 service district based on the rates and charges of the service supplier.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1999, Act 81, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1405 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1405 Annual accounting.

Sec. 405. (1) Except as provided in sections 407 to 412, within 90 days after the first day of the calendar year following the year in which a service supplier commenced collection of the emergency telephone charge pursuant to section 401, and within 90 days after the first day of each calendar year thereafter, a service supplier providing 9-1-1 service pursuant to this act shall make an annual accounting to the 9-1-1 service district of the total emergency telephone charges collected during the immediately preceding calendar year.

(2) If an annual accounting made pursuant to subsection (1) discloses that the total emergency telephone technical charges collected during the immediately preceding calendar year exceeded the total cost of installing and providing 9-1-1 service within the 9-1-1 service district for the immediately preceding calendar year according to the rates and charges of the service supplier, the service supplier shall adjust the emergency telephone technical charge collected from service users in the 9-1-1 service district in an amount computed pursuant to this section. The amount of the adjustment shall be computed by dividing the excess by the number of exchange access facilities within the 9-1-1 service district as the district existed for the billing period immediately following the annual accounting. Costs of the service supplier associated with making the adjustment under this subsection as part of the billing and collection service shall be deducted from the amount to be adjusted.

(3) If the annual accounting discloses that the total emergency telephone charges collected during the calendar year are less than the total cost of installing and providing 9-1-1 service within the 9-1-1 service district for the immediately preceding calendar year according to the costs and rates of the service supplier, the service supplier shall collect an additional charge from service users in the 9-1-1 service district in an amount computed pursuant to this section. Subject to the limitations provided by section 401(4), the amount of the additional charge shall be computed by dividing the amount by which the total cost exceeded the total emergency telephone charges collected during the immediately preceding calendar year by the number of exchange access facilities within the 9-1-1 service district as the district existed for the billing period immediately following the annual accounting.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994; Am. 1999, Act 81, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1406 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1406 Use of operational charge funds; accounting, auditing, monitoring, and evaluation procedures provided by PSAP or secondary PSAP; annual audit; conditions requiring audit.

Sec. 406. (1) Except as provided in sections 407 to 412, the emergency telephone operational charge funds collected and expended pursuant to this act shall be used exclusively for the operation of the 9-1-1 system.

(2) Each PSAP or secondary PSAP shall assure that fund accounting, auditing, monitoring, and evaluation procedures are provided. The accounting procedures shall provide for accurate and timely recording of receipt and disbursement of funds by source.

(3) An annual audit shall be conducted by an independent auditor using generally accepted accounting principles and copies of the annual audit shall be made available for public inspection.

(4) An increase in 9-1-1 operational funds shall not be authorized or expended for the next fiscal year unless an annual audit has been performed for the previous fiscal year and expenditures are in compliance with this act. Except as provided in subsection (5), the PSAP shall continue to operate at the same funding level as the previous fiscal year until an audit is performed as required by this section.

(5) The recurring emergency telephone operational charge authorized under section 401 shall not be expended if an audit has not been performed as required by this section within 120 days of the end of the fiscal year.

History: Add. 1994, Act 29, Imd. Eff. Mar. 2, 1994; Am. 1999, Act 81, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1407 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1407 CMRS emergency telephone fund; creation; disposition of assets; money remaining in fund; expenditure; disbursement; audit.

Sec. 407. (1) The CMRS emergency telephone fund is created within the state treasury to provide money to implement the wireless emergency service order and this act.

(2) The state treasurer may receive money or other assets from any source for deposit into the fund. Money may be deposited into the fund by electronic funds transfer. The state treasurer shall direct the investment of the fund. The state treasurer shall credit to the fund interest and earnings from fund investments. The state treasurer shall establish restricted subaccounts within the fund for each of the categories listed in section 409(1) (a) to (e).

(3) Money in the fund at the close of the fiscal year shall remain in the fund and shall not lapse to the general fund.

(4) The department of treasury shall expend money from the fund, upon appropriation, only as provided in this act. The disbursement of money may be by electronic funds transfer.

(5) The auditor general shall audit the fund at least annually.

History: Add. 1999, Act 78, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1408 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1408 Service charge for CMRS connection.

Sec. 408. (1) Except as otherwise provided under subsection (3), starting January 1, 2004, a CMRS supplier or a reseller shall include a service charge of 52 cents per month for each CMRS connection that has a billing address in this state. The CMRS supplier or reseller shall list a service charge authorized under this section as a separate line item on each bill. The service charge shall be listed on the bill as the "operational 9-1-1 charge".

(2) Except as otherwise provided under subsection (3), a CMRS supplier may submit an invoice to the subcommittee created in section 410 for reimbursement from the CMRS emergency telephone fund for costs incurred in implementing the wireless emergency service order and this act.

Within 90 days after the date the invoice is submitted to the subcommittee, the subcommittee shall review the invoice and make a recommendation to the committee for the approval, in whole or in part, or denial of the invoice. The committee shall approve an invoice submitted under this subsection only if the invoice is for costs directly related to the providing and installing of equipment that implements the wireless emergency service order and this act. The committee shall authorize payment of the invoice in accordance with the recommendations of the subcommittee.

(3) Before July 1, 2004, all CMRS suppliers shall notify the committee in writing whether they will seek reimbursement from the CMRS emergency telephone fund for costs incurred until December 31, 2005 in implementing the wireless emergency service order and this act. If a CMRS supplier elects to seek reimbursement under this subsection, it shall continue to impose the 52 cents per month charge authorized under subsection (1) until December 31, 2005. After December 31, 2005, the CMRS supplier shall impose a service charge of 29 cents per month. A CMRS supplier that notifies the committee in writing that it will not seek reimbursement under this subsection shall impose a charge of 29 cents per month and not seek reimbursement from the fund for costs in implementing the wireless emergency service order and this act incurred after the date of its notice to the committee.

(4) The department of state police may receive funds from the CMRS emergency telephone fund for costs to administer this act or to operate a regional dispatch center that receives and dispatches 9-1-1 calls. A breakdown of the costs funded under this subsection shall be included in the annual report required under section 412. Except as otherwise provided by this subsection, the costs funded under this subsection shall not exceed 1/2 of 1 cent of the monthly service charge collected under this section. If the department of state police establishes the position of E-911 coordinator, the costs funded under this subsection shall not exceed 1 cent of the monthly service charge collected under this section.

(5) Except as otherwise provided in this section, the money collected as the service charge under subsection (1) shall be deposited in the CMRS emergency telephone fund created in section 407 not later than 30 days after the end of the quarter in which the service charge was collected.

(6) All money collected and deposited in the CMRS emergency telephone fund created in section 407 shall be distributed as follows:

(a) Except as provided in subsection (9), 10 cents of each monthly service charge shall be disbursed equally to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and this act. Money received by a county under this subdivision shall only be used to implement the wireless emergency service order and this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general shall be repaid to the fund.

(b) Except as provided in subsection (9), 15 cents of each monthly service charge shall be disbursed on a per capita basis to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and this act. The committee shall certify to the department of treasury quarterly which counties have a final 9-1-1 plan in place. The most recent census conducted by the United States census bureau shall be used to determine the population of each county in determining the per capita basis in this subdivision. Money received by a county under this subdivision shall only be used to implement the wireless emergency service order and this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general shall be repaid to the fund.

(c) One and one-half cents of each monthly service charge shall be available to PSAPs for training personnel assigned to 9-1-1 centers. A written request for money from the fund shall be made by a public safety agency or county to the committee. The committee shall semiannually authorize distribution of money from the fund to eligible public safety agencies or counties. A public safety agency or county that receives money under this subdivision shall create, maintain, and make available to the committee upon request a detailed record of expenditures relating to the preparation, administration, and carrying out of activities of its 9-1-1 training program. Money expended by an eligible public safety agency or county for a purpose considered unnecessary or unreasonable by the committee or the auditor general shall be repaid to the fund. Money shall be disbursed to an eligible public safety agency or county for training of PSAP personnel through courses certified by the commission on law enforcement standards only for either of the following purposes:

(i) To provide basic 9-1-1 operations training.

- (ii) To provide in-service training to employees engaged in 9-1-1 service.
 - (d) As provided under subsections (2), (4), and (11).
 - (e) For fiscal year 2005-2006 only, an amount not to exceed \$15,000,000.00 for the annual rental obligations of the state building authority under the bonds issued to finance the Michigan public safety communications system project.
- (7) Money received by a county under subsection (6) (b) and (c) shall be distributed by the county to the primary PSAPs geographically located within the 9-1-1 service district by 1 of the following methods:
- (a) As provided in the final 9-1-1 service plan.
 - (b) If distribution is not provided for in the 9-1-1 service plan under subdivision (a), then according to any agreement for distribution between a county and a public agency.
 - (c) If distribution is not provided for in the 9-1-1 service plan under subdivision (a) or by agreement between the county and public agency under subdivision (b), then according to the population within the geographic area for which the PSAP serves as primary PSAP.
 - (d) If a county has multiple emergency telephone districts, money for that county shall be distributed as provided in the emergency telephone districts' final 9-1-1 service plans.
 - (8) If a county with a final 9-1-1 plan in place does not accept 9-1-1 calls through the direct dispatch method, relay method, or transfer method from a CMRS user, the revenues available to the county under this section shall be disbursed to the public agency or county responsible for accepting and responding to those calls.
 - (9) In addition to the requirements of this subsection, a county is not eligible to receive disbursements under subsection (6) (a) or (b) unless the county is compliant with the wireless emergency service order and this act. A county shall be compliant with phase 1 implementation by June 30, 2004 and phase 2 implementation by June 30, 2005. A county that is not compliant with phase 1 implementation by June 30, 2004 and phase 2 implementation by June 30, 2005 shall use the disbursements received under subsection (6) (a) and (b) only for purposes of becoming compliant. A county that is not compliant with phase 1 implementation by December 31, 2004 and phase 2 implementation by December 31, 2005 is not eligible to receive disbursements under subsection (6)(a) and (b). Once the committee determines that a county that is not eligible to receive disbursements is compliant, the county shall begin receiving disbursements again under subsection (6)(a) and (b). As used in this subsection, "compliant" means the county has installed equipment that is capable, and at a state of readiness, to deploy wireless service for all CMRS providers within a county's 9-1-1 service district or districts.
 - (10) From each service charge billed under subsection (1), each CMRS supplier or reseller who billed the customer shall retain 1/2 of 1 cent to cover the costs of billing and collection as the only reimbursement from this charge for billing and collection costs.
 - (11) Notwithstanding any other provision of this act, the commission, following a contested case, shall issue an order no later than June 29, 2004 establishing the costs that a local exchange provider may recover in terms of the costs related to the wireless emergency service order. Any cost reimbursement allowed under this subsection shall not include a cost that is not related to complying with the wireless emergency service order. After the commission has issued the order, a local exchange provider may submit an invoice to the commission for reimbursement from the CMRS emergency telephone fund for costs incurred that are allowed under the commission order. Within 45 days after the date an invoice is submitted to the commission, the commission shall make a recommendation to the committee for the approval, either in whole or in part, or the denial of the invoice. The committee shall authorize payment of an invoice in accordance with the commission's recommendation. As used in this subsection:
 - (a) "Commission" means the Michigan public service commission.
 - (b) "Local exchange provider" means a provider of regulated basic local exchange service as defined in section 102 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2102.
 - (12) A CMRS supplier or reseller is not liable for an uncollected service charge billed under subsection (1) for which the CMRS supplier or reseller has billed the CMRS user. If only a partial payment of a bill is received by a CMRS supplier or reseller, the CMRS supplier or reseller shall credit the amount received as follows in priority order:
 - (a) For services provided.
 - (b) For the reimbursement under subsection (10).
 - (c) For the balance of the service charge.

(13) Amounts received under subsection (12) (c) shall be forwarded to the CMRS emergency telephone fund created in section 407. Any uncollected portion of the service charge that is not received shall be billed on subsequent billings and, upon receipt, amounts in excess of the reimbursement under subsection (10) shall be forwarded to the CMRS emergency telephone fund created in section 407. The service charge paid by a CMRS user is not subject to a state or local tax.

(14) A CMRS supplier or reseller shall implement the billing provisions of this section not later than October 26, 1999.

(15) The department of state police shall annually prepare a list of projects in priority order that the department of state police recommends for funding from the funds collected under former section 409(e). The legislature shall annually review and approve projects by law. If a project provides infrastructure or equipment for use by CMRS suppliers, the department of state police shall charge a reasonable fee for use of the infrastructure or equipment. Fees collected under this subsection shall be deposited in the fund.

History: Add. 1999, Act 78, Imd. Eff. June 28, 1999; Am. 2003, Act 244, Eff. Jan. 1, 2004; Am. 2004, Act 89, Imd. Eff. Apr. 22, 2004; Am. 2006, Act 74, Imd. Eff. Mar. 20, 2006.

Popular name: 9-1-1

484.1409 Repealed. 2003, Act 244, Eff. Jan. 1, 2004.

Compiler's note: The repealed section pertained to distribution of money.

Popular name: 9-1-1

***** 484.1410 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1410 Subcommittee to review expenditures.

Sec. 410. (1) The committee shall appoint a subcommittee to review expenditures from the CMRS emergency telephone fund created in section 407. The subcommittee shall consist of the member of the committee representing the department of state police provided for in section 712, who shall be the chairperson of the subcommittee, and all of the following:

(a) The member of the committee who represents a commercial mobile radio service as provided for in section 713(1).

(b) One member of the committee who represents a public safety agency who is not associated with the service supplier industry.

(c) The member of the committee who represents the Michigan association of counties as appointed under section 713(1).

(d) One member appointed by the chairperson of the committee who represents the commercial mobile radio service industry but who is not a member of the committee.

(2) A majority of the members of the subcommittee created under subsection (1) constitute a quorum for the purpose of conducting business and exercising the powers of the subcommittee. Official action of the subcommittee may be taken upon a vote of a majority of the subcommittee members. The chairperson of the subcommittee shall not have a vote unless the other members of the subcommittee cast a tie vote.

(3) The subcommittee created in subsection (1) shall review invoices submitted by CMRS suppliers for reimbursement from the CMRS emergency telephone fund created in section 407 in accordance with the wireless emergency service order and this act and shall make recommendations to the committee regarding approval or disapproval of payment on the invoice. The subcommittee may recommend to the committee approval of payment of an expense of a CMRS supplier before the expense is incurred. Before review by the subcommittee, the staff assigned by the department of state police to assist the committee, as provided for under section 714, shall remove all information that identifies the CMRS supplier submitting the invoice. The subcommittee shall review the validity of the invoices and recommend approval or disapproval to the committee.

Upon receipt of recommendations from the subcommittee, the committee shall review and approve or disapprove the invoices and authorize payment of approved invoices.

(4) An invoice shall not be approved for payment of either of the following:

(a) An expense that is not related to complying with the wireless emergency service order and this act.

(b) An expense that exceeds 125% of the CMRS emergency telephone charges submitted by a CMRS supplier unless the expense was recommended for approval by the subcommittee created in subsection (1) before the expense was incurred.

(5) Notwithstanding section 716, specific information submitted by a CMRS supplier under this section is exempt from the freedom of information act, 1976 PA 442, MCL 15.231 to 15.246, and shall not be released by the chairperson or any member of the committee or their staff without the permission of the CMRS supplier that submitted the information. However, information submitted by CMRS suppliers under this section may be released in the aggregate if the number of CMRS users or the expenses and revenues of a CMRS supplier cannot be identified.

History: Add. 1999, Act 78, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1411 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1411 Use of funds.

Sec. 411. (1) A CMRS supplier may use money received from the CMRS emergency telephone fund created in section 407 for monthly recurring costs, start-up costs, and nonrecurring costs associated with installation, service, software, and hardware necessary to comply with the wireless emergency service order and this act.

(2) If the total amount from the invoices approved for payment under section 410 exceeds the amount remaining in the CMRS emergency telephone fund created in section 407 in any quarter, all CMRS suppliers that have submitted invoices and that are approved by the committee to receive payment shall receive a pro rata share of the money in the fund that is available in that quarter.

History: Add. 1999, Act 78, Imd. Eff. June 28, 1999; Am. 2003, Act 244, Eff. Jan. 1, 2004.

Popular name: 9-1-1

***** 484.1412 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1412 Report of cost study and service charge.

Sec. 412. (1) The committee shall conduct and complete a cost study and make a report on the service charge required in section 408 not later than April 30, 2000, and August 30 annually after 2000. The report of the study shall include at a minimum all of the following:

(a) The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.

(b) The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.

(c) The service charge required in section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.

(d) A description of any commercial applications developed as a result of implementing this act.

(e) A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.

(2) The committee shall deliver the report of the study prepared under subsection (1) to the secretary of the senate, the clerk of the house of representatives, and the standing committees of the senate and house of representatives having jurisdiction over issues pertaining to telecommunication technology.

(3) Upon receipt of the report, the legislature must consider the findings of the report and determine whether an adjustment to the fee is necessary.

History: Add. 1999, Act 78, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1413 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1413 Report; funding recommendations.

Sec. 413. (1) The state 9-1-1 director shall issue a report to the legislature and the governor no later than December 1, 2006, providing recommendations for stable, equitable long-term funding of the 9-1-1 system in this state and recommendations, if any, for the establishment of standards for the training and response time of 9-1-1 personnel.

(2) The report shall contain a recommendation that any 9-1-1 fees collected from communications providers are assessed in a competitively neutral manner.

History: Add. 2006, Act 249, Imd. Eff. July 3, 2006.

Popular name: 9-1-1

CHAPTER V

***** 484.1501 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1501 Notice of intent to function as PSAP or secondary PSAP; forwarding notice to service supplier; commencement of function; payment of cost of equipment installation or system modification.

Sec. 501. (1) After installation and commencement of operation of a 9-1-1 system implemented pursuant to this act, a public safety agency serving a public agency or county within the 9-1-1 service district may be added to the 9-1-1 system as a PSAP or a secondary PSAP by giving written notice of intent to function as a PSAP or secondary PSAP as provided in section 307 to the county clerk. Within 5 days of receipt of the notice, the county clerk shall forward the written notice to the service supplier. The public safety agency shall commence to function as a PSAP or secondary PSAP as soon as feasible after giving the written notice.

(2) The costs of equipment installation or system modification, or both, necessary for a public safety agency to function as a secondary PSAP pursuant to subsection (1) shall be paid directly by the public safety agency and shall not be collected from service users in the 9-1-1 service district.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994.

Popular name: 9-1-1

***** 484.1502 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1502 Cessation of function as PSAP or secondary PSAP; notice; payment of costs for equipment removal or system modification.

Sec. 502. (1) After installation and commencement of operation of a 9-1-1 system implemented pursuant to this act, a public safety agency serving a public agency or county within the 9-1-1 service district shall cease to function as a PSAP or a secondary PSAP 60 days after giving written notice thereof to the county clerk. Within 5 days after receipt of the notice, the county clerk shall forward the written notice to the service supplier.

(2) Notwithstanding any provision of this act to the contrary, any costs incurred by a service supplier for equipment removal or system modification necessary for a public safety agency to cease functioning as a PSAP or secondary PSAP pursuant to subsection (1) shall be paid directly by the public safety agency and shall not be collected from service users in the 9-1-1 service district.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1503 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1503 Adding jurisdiction of public agency to 9-1-1 service district; conditions.

Sec. 503. After installation and commencement of operation of a 9-1-1 system implemented pursuant to this act, all or part of the jurisdiction of a public agency within the county shall be added to the 9-1-1 service district pursuant to section 504 if both of the following occur:

(a) The legislative body of the public agency adopts a resolution including all or part of the public agency within the 9-1-1 service district.

(b) A certified copy of the resolution adopted by the legislative body of the public agency is forwarded by certified mail, return receipt requested, to the county clerk.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1504 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1504 Forwarding certified copy of resolution to service supplier by certified mail; commencement of service and collection of emergency telephone charge.

Sec. 504. Within 5 days after receipt of a certified copy of a resolution adopted by a public agency pursuant to section 503, the county clerk shall forward the certified copy of the resolution to the service supplier by certified mail, return receipt requested. Within a reasonable time after the service supplier receives the certified copy of the resolution, the service supplier shall commence 9-1-1 service to all or part of the jurisdiction of the public agency, as the case may be, and after commencement of such service shall commence the collection of the emergency telephone charge, in accordance with this act, from service users within all or part of the jurisdiction of the public agency added to the 9-1-1 service district.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1505 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1505 Withdrawal of jurisdiction; conditions.

Sec. 505. (1) After installation and commencement of operation of a 9-1-1 system implemented pursuant to this act, a public agency all or part of which is included within a 9-1-1 service district may withdraw all or part of its jurisdiction from a 9-1-1 service district effective January 1 of the following year if all of the following occur:

(a) The public agency, after giving notice required in subdivisions (b) and (c), conducts a public hearing on the withdrawal at which all persons attending are afforded a reasonable opportunity to be heard.

(b) Written notice of the time, date, and place of the public hearing conducted by the public agency is given to the county clerk and the clerk of each public agency within the 9-1-1 service district, at least 30 days prior to the date of the hearing.

(c) Notice of the time, date, place, and purpose of the public hearing is published twice in a newspaper of general circulation within the public agency, the first publication of the notice occurring at least 30 days prior to the date of the hearing.

(d) After the public hearing on withdrawal but prior to 90 days before the end of the calendar year, the legislative body of the public agency adopts a resolution withdrawing all or part of the area of the public agency from the 9-1-1 service district. Such resolution shall describe the area of the public agency withdrawing from the 9-1-1 service district. The resolution shall also state the emergency telephone number to be used within the jurisdiction of the public agency following withdrawal from the 9-1-1 service district.

(e) Within 5 days after adoption of the resolution by the legislative body of the public agency, the clerk or other appropriate official of the public agency shall forward such resolution by certified mail, return receipt requested, to the county clerk. Within 5 days of receipt of a certified copy of the resolution adopted pursuant to this section, the county clerk shall forward such resolution by certified mail, return receipt requested, to the service suppliers providing or designated to provide 9-1-1 service to the area of the public agency withdrawing from the 9-1-1 service district.

(2) A public service agency may not withdraw any part of its jurisdiction from a 9-1-1 service district until all outstanding qualified obligations secured by emergency telephone operational charges incurred after the time of the addition of the public service agency to the 9-1-1 service area agreed to by the withdrawing public service agency and the remaining public service agencies comprising the 9-1-1 service district are paid or other provisions are made to pay the qualified obligations.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1999, Act 81, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1506 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1506 Cessation of 9-1-1 service; duties of service supplier.

Sec. 506. Subject to the service limitations of the service supplier, a service supplier shall cease 9-1-1 service in the area of a public agency withdrawing from the 9-1-1 service district on the first day of the calendar year following the year in which the service supplier received a copy of the resolution adopted pursuant to section 505. The service supplier shall continue to collect the emergency telephone charge from all service users who continue to have 9-1-1 service, but the service supplier shall not collect the emergency telephone charge from service users within the area of the public agency withdrawing from the 9-1-1 service district who do not continue to have 9-1-1 service after the billing period in which the first day of the calendar year is included. The service supplier, using the calculations provided in section 405, shall credit or collect any additional charge from service users within the public agency withdrawing from the 9-1-1 service district.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1507 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1507 Contract with service supplier for 9-1-1 service.

Sec. 507. This act shall not be construed to prohibit a public agency or a county from contracting with a service supplier for 9-1-1 service within all or part of the jurisdiction of the public agency or county and paying for such service directly from the funds of the public agency or county.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

CHAPTER VI

***** 484.1601 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1601 Technical assistance and assistance in resolving dispute.

Sec. 601. (1) Except for a commercial mobile radio service, the public service commission, and the emergency telephone service committee created in section 712, upon request by a service supplier, county, public agency, or public service agency, shall provide, to the extent possible, technical assistance regarding the formulation or implementation, or both, of a 9-1-1 service plan and assistance in resolving a dispute between or among a service supplier, county, public agency, or public safety agency regarding their respective rights and duties under this act.

(2) Except for a commercial mobile radio service supplier, a service supplier, county, public agency, public service agency, or a combination of those entities that has a dispute with another arising from the formulation or implementation, or both, of a 9-1-1 service plan shall request assistance from the public service commission and the emergency telephone service committee in resolving the dispute.

(3) Upon the request of a CMRS supplier, county, public agency, or public service agency, the emergency telephone service committee shall, to the extent possible, provide technical assistance in formulating and implementing a 9-1-1 service plan. The emergency telephone service committee shall also provide assistance in resolving a dispute between or among a CMRS supplier, county, public agency, or public service agency regarding their respective rights and duties under this act.

(4) A CMRS supplier, county, public agency, or public service agency or a combination of those entities that has a dispute with another of those entities, arising from the formulation or implementation, or both, of a 9-1-1 service plan, shall request assistance from the emergency telephone service committee appointed pursuant to section 410 in resolving the dispute.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1989, Act 36, Imd. Eff. June 1, 1989; Am. 1999, Act 80, Eff. Oct. 27, 1999.

Compiler's note: Sec. 601, being § 484.1601 of the Michigan Compiled Laws, as originally enacted by 1986 PA 32 and amended by 1989 PA 36, was repealed by Section 2 of 1994 PA 29, Eff. Mar. 2, 1994. Subsequent to its repeal by 1994 PA 29, Sec. 601 was amended by 1999 PA 80, Eff. Oct. 27, 1999.

Popular name: 9-1-1

***** 484.1602 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1602 Hearing dispute as contested case.

Sec. 602. Except for a dispute between a commercial mobile radio service and a local exchange provider as defined under section 408, a dispute between or among 1 or more service suppliers, counties, public agencies, public service agencies, or any combination of those entities regarding their respective rights and duties under this act shall be heard as a contested case before the public service commission as provided in the administrative procedures act of 1969, 1969 PA 306, MCL 24.201 to 24.328.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1989, Act 36, Imd. Eff. June 1, 1989; Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994; Am. 1999, Act 80, Eff. Oct. 27, 1999; Am. 2003, Act 244, Eff. Jan. 1, 2004; Am. 2004, Act 515, Imd. Eff. Jan. 3, 2005.

Popular name: 9-1-1

484.1603 Repealed. 1989, Act 36, Imd. Eff. June 1, 1989.

Compiler's note: The repealed section pertained to review and findings regarding implementation of a 9-1-1 emergency service.

Popular name: 9-1-1

***** 484.1604 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1604 Liability for civil damages.

Sec. 604. Except for pro rata charges for the service during a period when the service may be fully or partially inoperative, a service supplier, public agency, PSAP, or an officer, agent, or employee of any service supplier, public agency, or PSAP, or an owner or lessee of a pay station telephone shall not be liable for civil damages to any person as a result of an act or omission on the part of the service supplier, public agency, PSAP, or an officer, agent, or employee of any service supplier, public agency, or PSAP, or an owner or lessee in complying with any provision of this act, unless the act or omission amounts to a criminal act or to gross negligence or willful and wanton misconduct.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; Am. 1999, Act 80, Eff. Oct. 27, 1999.

Popular name: 9-1-1

***** 484.1605 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1605 Prohibited use of emergency telephone service; violation; exception.

Sec. 605. (1) A person shall not use an emergency telephone service or an emergency CMRS authorized by this act for any reason other than to call for an emergency response service from a primary public safety answering point.

(2) A person who knowingly uses or attempts to use an emergency telephone service for a purpose other than authorized in subsection (1) is guilty of a misdemeanor punishable by imprisonment for not more than 93 days or a fine of not more than \$1,000.00, or both.

(3) A person who violates subsection (2) and has 1 or more prior convictions under this section is guilty of a felony punishable by imprisonment for not more than 2 years or a fine of not more than \$2,000.00, or both.

(4) This section does not apply to a person who calls a public safety answering point to report a crime or seek assistance that is not an emergency unless the call is repeated after the person is told to call a different number.

History: Add. 1999, Act 80, Eff. Oct. 27, 1999.

Popular name: 9-1-1

CHAPTER VII

484.1701-484.1707 Repealed. 1995, Act 247, Eff. Dec. 31, 1998.

Compiler's note: The repealed sections pertained to emergency telephone service committee.

Popular name: 9-1-1

***** 484.1711 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1711 "Committee" defined.

Sec. 711. As used in this act, "committee" means the emergency telephone service committee created in section 712.

History: Add. 1999, Act 79, Imd. Eff. June 28, 1999; Am. 2003, Act 244, Eff. Jan. 1, 2004.

Popular name: 9-1-1

***** 484.1712 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1712 Emergency telephone service committee; creation; purpose.

Sec. 712. An emergency telephone service committee is created within the department of state police to develop statewide standards and model system considerations and make other recommendations for emergency telephone services.

History: Add. 1999, Act 79, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1713 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1713 Committee; membership; quorum; vote; chairperson; conduct of business; compensation and expenses of members.

Sec. 713. (1) The committee shall consist of 21 members as follows:

- (a) The director of the department of state police or his or her designated representative.
- (b) The director of the department of consumer and industry services or his or her designated representative.
- (c) The chair of the Michigan public service commission or his or her designated representative.
- (d) The president of the Michigan sheriffs' association or his or her designated representative.
- (e) The president of the Michigan association of chiefs of police or his or her designated representative.
- (f) The president of the Michigan fire chiefs association or his or her designated representative.
- (g) The executive director of the Michigan association of counties or his or her designated representative.
- (h) The executive director of the deputy sheriffs association of Michigan or his or her designated representative.
- (i) Three members of the general public, 1 member to be appointed by the governor, 1 member to be appointed by the speaker of the house of representatives, and 1 member to be appointed by the majority leader of the senate. The 3 members of the general public shall have expertise relating to telephone systems, rural health care concerns, or emergency radio communications, dispatching, and services. The members of the general public shall serve for terms of 2 years.
- (j) The executive director of the Michigan fraternal order of police or his or her designated representative.
- (k) The president of the Michigan state police troopers association or his or her designated representative.
- (l) The president of the Michigan chapter of the associated public safety communications officers or his or her designated representative.
- (m) The president of the Michigan chapter of the national emergency number association or his or her designated representative.
- (n) The president of the telecommunications association of Michigan or his or her designated representative.
- (o) The executive director of the Upper Peninsula emergency medical services corporation or his or her designated representative.
- (p) The executive director of the Michigan association of ambulance services or his or her designate representative.
- (q) The president of the Michigan state firefighters union or his or her designated representative.

(r) The president of the Michigan communications directors association or his or her designated representative.

(s) One representative of commercial mobile radio service, to be appointed by the governor.

(2) A majority of the members of the committee constitute a quorum for the purpose of conducting business and exercising the powers of the committee. Official action of the committee may be taken upon a vote of a majority of the members of the committee.

(3) The committee shall elect 1 of its members who is not a member of the wireline or commercial mobile radio service industry to serve as chairperson. The chairperson of the committee shall serve for a term of 1 year.

(4) The committee may adopt, amend, and rescind bylaws, rules, and regulations for the conduct of its business.

(5) Members of the committee shall serve without compensation, but shall be entitled to actual and necessary expenses incurred in the performance of official duties under this chapter.

History: Add. 1999, Act 79, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1714 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1714 Duties of committee; staff assistance.

Sec. 714. (1) The committee shall do all of the following:

(a) Organize and adopt standards governing the committee's formal and informal procedures.

(b) Meet not less than 4 times per year at a place and time specified by the chairperson.

(c) Keep a record of the proceedings and activities of the committee.

(d) Provide recommendations to public safety answering points and secondary public safety answering points on statewide technical and operational standards for PSAPs and secondary PSAPs.

(e) Provide recommendations to public agencies concerning model systems to be considered in preparing 9-1-1 service plan.

(f) Perform other duties as necessary to promote successful development, implementation, and operation of 9-1-1 systems across the state.

2) The department of state police and the public service commission shall provide staff assistance to the committee as necessary to carry out the committee's duties under this section.

History: Add. 1999, Act 79, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1715 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1715 Business conducted at public meeting.

Sec. 715. The business which the committee may perform shall be conducted at a public meeting of the committee held in compliance with the open meetings act, 1976 PA 267, MCL 15.261 to 15.275. Public notice of the time, date, and place of the meeting shall be given in the manner required by the open meetings act, 1976 PA 267, MCL 15.261 to 15.275.

History: Add. 1999, Act 79, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1716 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1716 Availability of writing to public.

Sec. 716. Subject to section 410(5), a writing prepared, owned, used, in the possession of, or retained by the committee in the performance of an official function shall be made available to the public in compliance with the freedom of information act, 1976 PA 442, MCL 15.231 to 15.246.

History: Add. 1999, Act 79, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1717 THIS SECTION IS REPEALED BY ACT 249 OF 2006 EFFECTIVE DECEMBER 31, 2007

484.1717 Repeal of act.

Sec. 717. This act is repealed effective December 31, 2007.

History: Add. 1999, Act 79, Imd. Eff. June 28, 1999; Am. 2006, Act 249, Imd. Eff. July 3, 2006.

Popular name: 9-1-1

**Emergency Telephone Service Committee
2007 Report to the Michigan Legislature
COMMITTEE MEMBERSHIP LISTING
as of August 30, 2007**

MEMBER ORGANIZATION	REPRESENTATIVE
Association of Public Safety Communications Officials	Mr. John Bawol Roscommon County Central Dispatch
Commercial Mobile Radio Service	Mr. Scott Temple A T & T
Department of Labor and Economic Growth	Ms. Jeannine Benedict, Office of Policy and Legislative Affairs
Department of State Police	Lt. Col. Thomas Miller/ Lt. Col. Kriste Etue Administrative Services Bureau
Deputy Sheriffs' Association	Undersheriff Jim Hull District Representative
Fraternal Order of Police	Mr. John Buczek Executive Director
Governor's Appointee, Public Member	Mr. John Hunt A T & T Communications
House Appointee, Public Member	Mr. Charles Nystrom Barry County Central Dispatch
Michigan Association of Ambulance Services	Mr. Dale Berry Huron Valley Ambulance
Michigan Association of Chiefs of Police	Chief Kay Hoffman, Lansing Township Police Department
Michigan Association of Counties	Mr. Hugh Crawford Oakland County Commissioner
Michigan Communications Directors Association <i>serving as Vice-Chair for 2006</i>	Mr. William Charon Ionia County Central Dispatch
Michigan Association of Fire Chiefs	Chief Paul Trinko Adrian Fire Department
Michigan Professional Firefighters Union	Mr. Paul Hufnagel President
Michigan Public Service Commission	Mr. Dan Kearney MPSC Representative
Michigan Sheriffs' Association <i>serving as Chair for 2006</i>	Sheriff Dale Gribler Van Buren County Sheriff's Department
Michigan State Police Troopers Association	Tpr. Michael Moorman Michigan State Police
National Emergency Number Association	Ms. Suzan Hensel Midland County Central Dispatch
Senate Appointee, Public Member	Mr. Lloyd Fayling Genesee County 9-1-1
Telecommunications Association of Michigan	Mr. Steve Berenbaum A T & T
UP Emergency Medical Services Corp.	Mr. Robert Struck U. P. Emergency Medical Services Corp.

<p align="center">Emergency Telephone Service Committee 2007 Report to the Michigan Legislature SUBCOMMITTEE MEMBERSHIP LISTING</p>
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Executive Committee

Chair: Sheriff Dale Gribler, ETSC, MSA/Van Buren County Sheriff Department
 Mr. Steve Berenbaum, ETSC, Telecommunications Association of Michigan
 Mr. Dale Berry, ETSC, Michigan Association of Ambulance Services
 Mr. William Charon, ETSC Vice Chair, Michigan Communications Directors Association
 Lt. Col. Thomas Miller/Lt Col. Kriste Etue, ETSC, Michigan State Police
 Chief Paul Trinko, ETSC, Michigan Association of Fire Chiefs

Dispatcher Training Subcommittee

Chair: Tpr. Mike Moorman, ETSC, Michigan State Police Troopers Association
 Mr. Dave Ackley, Genesee County Central Dispatch
 Mr. John Bawol, ETSC, Roscommon County Central Dispatch
 Ms. Karen Chadwick, Ingham County Central Dispatch
 Mr. William Charon, ETSC, Ionia County Central Dispatch
 Mr. James Fyvie, Clinton County Central Dispatch
 Mr. Andrew Goldberger, St Joseph County Central Dispatch
 Sheriff Dale Gribler, ETSC, Van Buren County Sheriff Department
 Ms. Suzan Hensel, ETSC, Midland County Central Dispatch
 Mr. Vic Martin, Lapeer County Central Dispatch
 Mr. Charles Nystrom, ETSC, Barry County Central Dispatch
 Mr. Bruce Pollock, Livingston County 9-1-1
 Ms. Christina Russell, Oakland County Sheriff Department
 Ms. Christine Schultz, Isabella County Central Dispatch
 Mr. Stephen Todd, Flint City 9-1-1
 Mr. Joseph VanOosterhout, Marquette County Central Dispatch

Non-Voting Members:

Mr. Patrick Hutting, MCOLES
 Mr. Dale Rothenberger, MCOLES
 Ms. Evah Cole, Department of Treasury
 Ms. Harriet Miller-Brown, Michigan State Police

Legislative Action Subcommittee

Chair: Lt. Col. Thomas Miller/Lt Col. Kriste Etue, Michigan State Police
 Ms. Pat Anderson, A T & T
 Mr. Dale Berry, ETSC, Huron Valley Ambulance
 Ms. Marsha Bianconi, Conference of Western Wayne
 Mr. William Charon, ETSC, Ionia County Central Dispatch
 Ms. Patricia Coates, CLEMIS
 Mr. Robert Currier, Intrado
 Mr. Lloyd Fayling, ETSC, Genesee County 9-1-1
 Mr. James Fyvie, Clinton County Central Dispatch
 Mr. Andrew Goldberger, St. Joseph Co. 9-1-1/Central Dispatch
 Mr. Ralph Gould, Grand Rapids Police Dept.
 Ms. Jennifer Greenburg, TAM
 Sheriff Dale Gribler, ETSC, Van Buren County Sheriff Department
 Ms. Suzan Hensel, ETSC, Midland County Central Dispatch
 Mr. James Loeper, ETSC, Gogebic County
 Mr. Charles Nystrom, ETSC, Barry County Central Dispatch

Legislative Action Subcommittee
continued

Mr. Scott Temple, ETSC, A T & T
Mr. Joseph VanOosterhout, Marquette County Central Dispatch
Mr. Dave Vehslage, Verizon

Non-Voting Members:
Sgt. Matt Bolger, Michigan State Police
Ms. Harriet Miller-Brown, Michigan State Police

Certification Subcommittee

Chair: Mr. William Charon, ETSC, Ionia County Central Dispatch
Mr. John Bawol, ETSC, Roscommon County Central Dispatch
Mr. James Fyvie, Clinton County Central Dispatch
Sheriff Dale Gribler, ETSC, Van Buren County Sheriff Department
Ms. Suzan Hensel, ETSC, Midland County Central Dispatch
Mr. Steve Leese, Eaton County Central Dispatch
Mr. James Loeper, Gogebic County
Mr. Victor Martin, Lapeer County Central Dispatch
Mr. Leonard Norman, Arenac County Central Dispatch
Mr. Charles Nystrom, ETSC, Barry County Central Dispatch
Ms. Christina Russell, Oakland Central Dispatch
Mr. Scott Temple, ETSC, A T & T

Non-Voting:
Harriet Miller-Brown, Michigan State Police

Emerging Technology Subcommittee

Chair: Mr. Lloyd Fayling, ETSC, Genesee County Central Dispatch
Ms. Pat Anderson, A T & T
Ms. Marsha Bianconi, Conference of Western Wayne
Ms. Cathy Brandimore, Troy Police
Ms. Patricia Coates, CLEMIS
Mr. Robert Currier, Intrado
Mr. Ralph Gould, Grand Rapids Police Department
Mr. Bruce Pollock, Livingston County 9-1-1
Ms. Christina Russell, Oakland County Central Dispatch
Ms. Susan Sherwood, Sprint
Mr. Scott Temple, ETSC, A T & T

Non-Voting:
Harriet Miller-Brown, Michigan State Police

Policy Subcommittee

Chair: Mr. Dale Berry, ETSC, Huron Valley Ambulance
Ms. Marsha Bianconi, Conference of Western Wayne
Mr. James Fyvie, Clinton County Central Dispatch
Mr. John Hunt, ETSC, OnStar

Non-Voting:
Harriet Miller-Brown, Michigan State Police

CMRS Subcommittee

Chair: Lt. Col. Thomas Miller/ Kriste Etue, ETSC, Michigan State Police
Mr. Hugh Crawford, ETSC, Oakland County Commissioner
Chief Kay Hoffman, ETSC, Lansing Township Police Department
Mr. Paul Styler, Alltel
Mr. Scott Temple, ETSC, A T & T

Non-Voting:
Harriet Miller-Brown, Michigan State Police



EMERGENCY TELEPHONE SERVICE COMMITTEE
Michigan National Guard Headquarters
Lansing, Michigan

March 21, 2006
10 a.m.

MEETING MINUTES

MEMBERS PRESENT	REPRESENTING
Sheriff Dale Gribler, Chair	Michigan Sheriffs' Association
Mr. John Bawol	Assn. of Public Safety Comm. Officials
Mr. Steve Berenbaum	A T & T
Mr. John Buczek	Fraternal Order of Police
Mr. William Charon, Vice Chair	Michigan Communications Directors Assoc.
Mr. Hugh Crawford	Michigan Association of Counties
Mr. Lloyd Fayling	Public Member, Senate Appointee
Ms. Suzan Hensel	National Emergency Number Association
Chief Kay Hoffman	Michigan Association of Chiefs of Police
Mr. Paul Hufnagel (Mr. Monty Nye, Alternate)	Michigan Professional Firefighters Association
Undersheriff Jim Hull	Deputy Sheriff's Association
Mr. John Hunt	Public Member, Governor's Appointee
Mr. Dan Kearney	Michigan Public Service Commission
Lt. Col. Thomas Miller	Department of State Police
Tpr. Michael Moorman	Michigan State Police Troopers Association
Mr. Charles Nystrom	Public Member, House Appointee
Mr. Robert Struck (Mr. James Loeper, Alternate, by teleconference)	UP Emergency Medical Services Corporation
Chief Paul Trinka	Michigan Association of Fire Chiefs
Mr. Scott Temple	Commercial Mobile Radio Service

MEMBERS ABSENT	REPRESENTING
Ms. Jeannine Benedict	Dept. of Labor and Economic Growth
Mr. Dale Berry	Michigan Association of Ambulance Services

STAFF SUPPORT	REPRESENTING
Ms. Harriet Miller-Brown	Department of State Police
Ms. Janet Hengesbach	Department of State Police

ROLL CALL

The Emergency Telephone Service Committee (ETSC) meeting was called to order by Sheriff Dale Gribler at 10:05 a.m. Roll call was taken and a quorum was present for the meeting

APPROVAL OF MINUTES

A **MOTION** was made by Mr. Nystrom to approve the minutes of the December 13, 2005 ETSC meeting. Supported by Tpr. Moorman, the **MOTION** carried.

CORRESPONDENCE

The Michigan Chapter of APCO and the MCDA submitted letters to Rep. Scott Hummel (Chair, House Appropriations Committee) regarding the status of the remaining monies in the CMRS fund. These organizations are proposing the remaining monies in the CMRS fund (currently \$10-12 million) be set aside for the purpose of enhancing 9-1-1, including a feasibility study and an initial capital reserve for an IP-9-1-1 network. A work group has been developed for investigation of this project. (Representatives from NENA present at today's meeting also support the proposal). Mr. Fyvie noted that during his recent conversations with Rep. Hummel, the Governor is already looking as those funds to supplement next year's budget. Following discussion of this item, Mr. Nystrom made a **MOTION** the ETSC send a letter to Senate and House Appropriations Committee and Governors' office of resolution that the monies in the CMRS funds be set aside for 9-1-1 purposes. Ms. Hensel supported. The **MOTION** carries.

Resolution from Livingston County – Chair Gribler would like to discuss this later in the meeting.

OLD BUSINESS

A. Vonage Update

The State 9-1-1 Administrator's office received correspondence from Vonage proposing the voluntary collection and remittance of 9-1-1 fees in Michigan similar to CMRS fund. The information was forwarded to the ETSC's counsel at the Attorney General's Office, who advised that currently the statute in Michigan has no mechanism in place to accept and distribute monies from VoIP providers. At this time the state cannot enter into an agreement such as this. The Stable Funding work group (SFWG) is presently working on funding mechanisms that will support 9-1-1 throughout the state in the future. The SFWG is working on a recommendation that include VoIP contributions to 9-1-1.

B. Tracfone Update

Ms. Miller-Brown advised the members that Tracfone has filed a Summons and Complaint against the Department of Treasury and has named the ETSC as a party in that suit. The complaint discussed the submission of \$541,574.33 to the state of Michigan during 2001-2003 which they are requesting back. The Attorney General's office is issuing a draft response which Harriet has not seen. At this time approximately ½ of this amount has been distributed back to counties through the statutory distributions. Chair Gribler reminded Mr. Fayling, Mr. Nystrom, and Mr. Hunt that since they are appointed by different branches of Michigan government, perhaps they should contact those offices to convey the ETSC's recommendation the State of Michigan return the money back to Tracfone.

Ms. Miller-Brown briefly discussed two letters that were mailed from her office to the Michigan Congressional delegation in Washington D.C. on behalf of representatives of the ETSC. (The letters request a meeting to discuss the importance of 9-1-1, VoIP and the funding and priorities of each.) She also reminded the ETSC members Federal Bill SB1063 has not been voted on at this time. This bill would place federal legislation on states to have authority over VoIP as it relates to 9-1-1. One section of the bill would place VoIP on par with regulatory issues with 9-1-1 including funding and other issues.

NEW BUSINESS

A. Approval of the ETSC by-laws

In 2005, the ETSC established an Executive Committee to assist the State 9-1-1 Administrator with issues that would surface in between the quarterly ETSC meetings. It was adopted at the March 2005 meeting with agreement the members revisit the issue one year later. Chair Gribler made a **MOTION** that the Executive Committee is to continue on a permanent basis and to be added to the ETSC by-laws as such, Tpr. Moorman supported. The **MOTION** carries.

B. Verizon/SBC/Invoices

Invoices from SBC and Verizon totaling \$358,419.18 were submitted to the State 9-1-1 Administrator's office from the Michigan Public Service Commission for approval from the ETSC. Mr. Bawol made a **MOTION** to approve the invoices from SBC and Verizon, Ms. Hensel supported. The **MOTION** carried.

C. National Telecommunicator Week – April 9-15

Chair Gribler began discussions by asking if the ETSC supports this recognition. Mr. Nystom made a **MOTION** to approve a document recognizing telecommunicators nationally and in our state. Mr. Charon supported. The **MOTION** carries. Ms. Hensel made a suggestion that a letter of recognition be sent from the ETSC to each PSAP in Michigan. The State 9-1-1 Administrator's office will draft a letter and mail to all PSAPs in Michigan.

CMRS SUBCOMMITTEE REPORT

A. Review of Invoices

Lt. Col. Thomas Miller reviewed the recent invoices with the committee members. Support staff had previously removed all information identifying the CMRS suppliers from the documents. Contact was made by support staff with the Department of Treasury representatives to confirm the CMRS suppliers are registered with the State of Michigan and that funding has been contributed under the Federal Identification Numbers provided by the suppliers.

Chief Hoffman made a **MOTION** to approve payment of vouchers 05-0063, 05-0064 05-0065, 06-0001, 06-0002, 06-0003 in the amount of \$ 250,719.21 and vouchers 05-0062 and 06-0004 in the amount of \$749,961.14, Chief Trinka supported. The **MOTION** carries. The total amount approved today is \$1,000,680.35. Lt. Colonel Miller advised the committee there were two invoices totaling \$463,908.54 that were denied as the supplier did not deposit sufficient funds into the CMRS for reimbursement.

LEGISLATIVE ACTION SUBCOMMITTEE REPORT

Lt. Colonel Miller advised that the LAS subcommittee last met on Friday January 20, 2006. At that meeting there was an update on the prepaid and sunset legislation. The Legislative Services Bureau has completed drafting language on this bill. Representative Mike Nofs would like to introduce a bigger package but that must be complete by March/April. If he does not receive any additional issues to the prepaid and sunset, he will introduce them for passage. The LAS passed a motion that the SFWG have a more extensive draft document complete by June for review by the ETSC.

The IP-based 9-1-1 work group has met and discussed an upgrade to the 9-1-1 network similar to the one the State of Indiana is setting up. (They have also discussed the remaining monies in the CMRS.) Lt. Colonel Miller recently spoke to the State Budget office to also discuss the funds in the CMRS for this initiative. The next meeting will be Thursday March 30, 2006.

Term of Chair/Vice Chair – At the December 13 ETSC meeting, the members discussed the term of Chair/Vice Chair. Currently the Chair/Vice Chair serve one-year terms. It would also involve updating the statute to reflect the change. The item was referred back to the LAS. Following discussions and through a roll call vote, the LAS denied the change.

Multi-Line Telephone System (MLTS) – Mr. Ralph Gould presented an updated version of the MLTS bill with the recommended changes from the LAS. The chances of moving the MLTS bill as a stand alone bill is not very good right now. The ETSC can let this bill move through as a separate package or include it with the bigger package when the 9-1-1 statute is overhauled.

Harriet updated Senate Energy and Technology committee regarding the prepaid and sunset. There were many questions at this hearing.

Lt. Colonel Miller updated the members that the LAS passed a motion at the January meeting that a draft proposal from the SFWG will be presented by June. He believes the SFWG is making progress discussing mechanisms for surcharges and that they have reached an agreement on a core concept.

Ms. Miller-Brown does not know how long it will take to approve the final concept – that is up to the SFWG members. Lt Colonel Miller added that to submit legislation that is not complete and does not have the consensus vote of the industry is dangerous. It is important that all agree with the concepts developed, supported by the ETSC and brought to the legislature. The core concepts that will be pursued are developed best by the people that utilize the system the most. Lt. Colonel Miller has spoken with Representative Nofs who wants to move this bill quickly, but will go in the direction ETSC supports. Mr. Temple commented the SFWG is moving along and that the SFWG is making an attempt to gain consensus from all sides in the industry. He thinks we should continue to push forward the current issues – prepaid and sunset. Mr. Berenbaum agrees that the SFWG is moving forward and making improvements. Lt. Colonel Miller advises that we tell Representative Nofs to move now on the prepaid and sunset. Then have a comprehensive funding package ready by Fall 2006 for introduction.

Mr. Charon made a **MOTION** that members immediately request Representative Nofs introduce the prepaid and sunset legislation now then have a more comprehensive package ready in June with the intent to move forward in Fall 2006 for introduction, Nystrom supported. The **MOTION** carries. Ms. Hensel votes no.

POLICY SUBCOMMITTEE REPORT

Mr. Berry was absent from today's meeting, no report submitted.

CERTIFICATION SUBCOMMITTEE REPORT

A. Update on County Compliance Reviews

Mr. Charon reported the Leelanau County Compliance review is now complete (a copy is in the ETSC packets). The compliance review team found nothing out of the ordinary. They suggested some corrective action items which are now being put in place. Chief Hoffman made a **MOTION** to approve the Leelanau County Compliance review report, Chief Trinkka supported. The **MOTION** carries.

He also reported the Isabella County review went smoothly as the director had all pertinent documents prepared when the team conducted its on-site visit (a copy is in the ETSC packets).

Chief Hoffman made a **MOTION** to accept the Isabella County Compliance review report, Chief Trinkka and Mr. Loeper supported. The **MOTION** carries.

Mr. Charon updated the members regarding the Kent County review. It is currently in progress. There was an issue raised during the review of Kent County retaining a 5% administrative fee on wireless distribution funds. Kent County acknowledged those costs were not representative of the actual costs. Kent County has requested the ETSC make a formal request for monies to be refunded to the two Kent County PSAPs. There is a letter in the packets asking Mr. White to return monies to the two Kent County PSAPs asap. Mr. Bawol made a **MOTION** to approve the Kent County request, Ms. Hensel supported. The **MOTION** carries.

Gladwin and Alpena counties have been approved for the next compliance reviews. The review team is scheduled to visit Gladwin County on March 30/31. The requested information has been received from Alpena County and will be scheduled when the Gladwin County on-site review is complete.

B. Phase II Update

Mr. Charon advised the members that all counties in Michigan have implemented at least one Phase II carrier. The Dobson issue continues in some counties.

It was noted that members from the ETSC were in Washington DC recently for the Annual NENA Goes to Washington event. While there, they were told the state of Michigan is doing a great job getting counties Phase II deployed.

C. Certification of Counties

Mr. Charon requested a motion to certify all 82 counties and the four Wayne County service districts as compliant to receive distribution of 1st quarter wireless funds. Mr. Fayling made **MOTION** to approve, Ms. Hensel supported. The **MOTION** carries.

D. VoIP Letter

Mr. Charon reviewed a draft letter from the ETSC addressed to county coordinators urging counties to move ahead with providing the necessary information for VoIP deployment. There are two ways this can be done: using a single landline ESN similar to how wireless is currently deployed or, if multiple landlines are to be used, shape files must be submitted to the VoIP provider. If there is an issue regarding the delivery of shape files, it is recommended that a single VoIP-dedicated ESN be requested until shape file matters can be resolved. Mr. Fayling made a **MOTION** to send letters to counties that have not responded, Mr. Nystrom supported. The **MOTION** carries.

EMERGING TECHNOLOGY SUBCOMMITTEE REPORT

Mr. Fayling had no report.

DISPATCHER TRAINING SUBCOMMITTEE REPORT

A. Dispatcher Training Distribution

The Dispatcher Training Subcommittee met on February 17, 2006 to review applications submitted for 2006 distribution. Out of 183 PSAPs that were eligible, 150 submitted applications representing 1,783 telecommunicators in the state. 52 were rejected because they did not spend down previous years monies, 7 were rejected for additional reasons. There were 4 appeals to these rejections.

B. Dispatcher Training Application Appeals

On March 13, 2006 the subcommittee met to hear appeals from Sanilac County Central Dispatch, Gratiot County Central Dispatch, Centerline Police Department, and Plymouth Community Communications Center. The subcommittee granted the appeals of Gratiot and Plymouth and denied the appeals of Sanilac and Centerline. Sanilac and Centerline were reminded they could appear at today's ETSC meeting to appeal the denials. However no request to appeal was made to the ETSC

C Dispatcher Training Standards work group update

The work group continues to identify job task analysis for telecommunicators. The next meeting is Tuesday March 28, 2006.

Tpr. Moorman made a **MOTION** to distribute training monies to PSAPs approved by the Dispatcher Training Subcommittee, Chief Hoffman supported. The **MOTION** carries.

STATE 9-1-1 ADMINISTRATORS REPORT

Ms. Miller-Brown advised the members that she will be traveling to Baraga in the next couple of weeks. She will be making a presentation to the general public to explain the advantages of having Enhanced 9-1-1. If this is approved by the commissioners, she will assist them in moving forward with a system.

The FCC complaint against Dobson is still in process. The FCC has made contact with several of the PSAPs in Michigan in regards to their progress. Ms. Miller-Brown is currently gathering information for another update to the FCC.

Mr. Daniel Chaney has joined the State 9-1-1 Administrator's office as a part time student assistant. He is very helpful in compiling data for the Stable Funding work group and the Dispatcher Training subcommittee.

Ms. Miller-Brown reminded the members that she gives training and information presentations and would be happy to speak at the group or organization of which a member of the ETSC represents.

PUBLIC COMMENT

Livingston County submitted a resolution and minutes from a recent county meeting to the ETSC. The 9-1-1 Administrator's office will send a letter with a copy of minutes from this meeting showing the time table the ETSC has regarding this issue. They are encouraging the ETSC to act in a timely manner to pursue funding mechanisms for counties and PSAPs.

No public comment at this time.

NEXT MEETING

The next meeting will be held on Tuesday June 20, 2006 at the National Guard Headquarters in Lansing, Michigan.

Chair Gribler thanked NENA for the refreshments at today's meeting.



EMERGENCY TELEPHONE SERVICE COMMITTEE
Michigan National Guard Headquarters
Lansing, Michigan
June 20, 2006
10 a.m.

MEETING MINUTES

MEMBERS PRESENT	REPRESENTING
Sheriff Dale Gribler, Chair	Michigan Sheriffs' Association
Mr. John Bawol	Assn. of Public Safety Comm. Officials
Mr. Steve Berenbaum	A T & T
Mr. Dale Berry	Michigan Association of Ambulance Services
Ms. Jeannine Benedict	Dept. of Labor and Economic Growth
Mr. William Charon, Vice Chair	Michigan Communications Directors Assoc.
Mr. Hugh Crawford	Michigan Association of Counties
Ms. Suzan Hensel	National Emergency Number Association
Chief Kay Hoffman	Michigan Association of Chiefs of Police
Mr. Paul Hufnagel (Mr. Monty Nye, Alternate)	Michigan Professional Firefighters Association
Undersheriff Jim Hull (Lt. Frank Baker, Alternate)	Deputy Sheriff's Association
Mr. John Hunt	Public Member, Governor's Appointee
Mr. Dan Kearney	Michigan Public Service Commission
Lt. Col. Thomas Miller	Department of State Police
Mr. Charles Nystrom	Public Member, House Appointee
Mr. Robert Struck (Mr. James Loeper, Alternate, by teleconference)	UP Emergency Medical Services Corporation
Mr. Scott Temple	Commercial Mobile Radio Service

MEMBERS ABSENT	REPRESENTING
Mr. John Buczek	Fraternal Order of Police
Mr. Lloyd Fayling	Public Member, Senate Appointee
Tpr. Michael Moorman	Michigan State Police Troopers Association
Chief Paul Trinka	Michigan Association of Fire Chiefs

STAFF SUPPORT	REPRESENTING
Ms. Harriet Miller-Brown	Department of State Police
Ms. Janet Hengesbach	Department of State Police

ROLL CALL

The Emergency Telephone Service Committee (ETSC) meeting was called to order by Sheriff Dale Gribler at 10:10 a.m. Roll call was taken and a quorum was present for the meeting. Sheriff Gribler thanked NENA for providing refreshments for today's meeting

APPROVAL OF MINUTES

A **MOTION** was made by Mr. Loeper to approve the minutes of the March 21, 2006 ETSC meeting. Supported by Mr. Bawol, the **MOTION** carried.

CORRESPONDENCE

Sheriff Gribler distributed a thank you note from Mr. Fayling thanking the ETSC for the flowers that were sent during his recent hospital stay.

OLD BUSINESS

A. Tracfone update

Mr. Dave Voges from the Attorney General's office was present at today's meeting to give an update on the Summons and Compliant filed against the Department of Treasury by Tracfone with the ETSC being named as party in this suit. Mr. Voges requested a closed meeting of the ETSC members only and staff of the 9-1-1 Administrator's office. Mr. Berry made a **MOTION** for a closed meeting, Mr. Nystrom supported. A roll call vote was taken. The **MOTION** carried. The meeting was reconvened to the public at 10:25 a.m.

Yes – For	No - Against	Abstain	Absent
Bawol			
Temple			Benedict (absent at time of vote)
Miller			Buczek
Hunt			Hoffman (absent at time of vote)
Nystrom			Crawford (absent at time of vote)
Berry			
Charon			Trinka
Hufnagel (Nye – Alternate)			Moorman
Kearney			Fayling
Gribler			
Hensel			
Berenbaum			
Struck (Loeper - Alternate)			

B. Letter from Rep. Hummel re: IP-based 9-1-1

The ETSC received a letter from Representative Scott Hummel requesting further information regarding the proposed IP-based 9-1-1 system and the preservation of the CMRS funds to pay for capital outlay costs. The State 9-1-1 Administrator's office will send a letter to Rep.Hummel regarding the request.

NEW BUSINESS

A. A T & T /Verizon Invoices

Invoices from A T & T and Verizon totaling \$517,516.45 were submitted to the State 9-1-1 Administrator's office from the Michigan Public Service Commission for approval from the ETSC. Mr. Bawol made a **MOTION** to approve the invoices from A T & T and Verizon, Chief Hoffman supported. The **MOTION** carried.

B. HB 6189

Representative George Cushingberry recently introduced this bill which seeks to amend P.A. 32 of 1986, the Emergency Telephone Service Enabling Act (ETSEA). It defines 2-1-1 and will create a 2-1-1 funding mechanism through a 10-cent surcharge on landline phones. The bill does not indicate where the money would go once collected or if an office would be developed to oversee this system. Lt. Col. Miller made a **MOTION** that the ETSC send a letter to Rep. Cushingberry indicating that the members of the ETSC do not support inclusion of 2-1-1 in the ETSEA. Mr. Nystrom supported. Following discussion, the **MOTION** carries. The State 9-1-1 Administrator's office will draft and send a letter to Rep. Cushingberry indicating the ETSC's position.

CMRS SUBCOMMITTEE REPORT

A. Review of Invoices

Lt. Col. Thomas Miller reviewed the recent invoices with the committee members. Support staff had previously removed all information identifying the CMRS suppliers from the documents. Contact was made by support staff with the Department of Treasury representatives to confirm the CMRS suppliers are registered with the State of Michigan and that funding has been contributed under the Federal Identification Numbers provided by the suppliers.

Mr. Nystrom made a **MOTION** to approve payment of vouchers 06-0007, 06-0008, and 06-0009 in the amount of \$201,512.00. Ms. Hensel supported. The **MOTION** carries.

LEGISLATIVE ACTION SUBCOMMITTEE REPORT

Lt. Col. Miller acknowledged the members of the SFWG for all of their hard work developing the draft concept paper. Several issues have been brought to the LAS attention regarding funding mechanisms for PSAPs. The LAS is supporting several concepts including funding, training and certification.

Ms. Miller-Brown gave a presentation to the members of the ETSC discussing the draft concept paper the SFWG has developed. She discussed the recommendations for funding which would be a three-tiered system. Tier one would be a statewide surcharge on all devices that can access 9-1-1. It would fund: 1) baseline \$ for counties, 2) training, 3) common network costs, and 4) State 9-1-1 office. Tier two would be a locally applied surcharge by the county to meet the needs of 9-1-1 PSAPs at a local level. Tier three would be a mechanism for communication providers. Ms. Miller-Brown briefly discussed the three tiers in detail and potential issues facing each tier.

The LAS is also supporting other recommendations made by the Certification Subcommittee. These include creating a mechanism that will allow counties to make certain changes in their 9-1-1 plans without going through the full process of "opening the plan", and an expanded role of the ETSC to be the body recognized to set identified standards for training.

Additionally, the LAS supports training issues for legislative inclusion. There is currently no mechanism in place for tracking dispatchers and training. Whatever funding mechanism is recommended, it should include resources for tracking and training. Dispatcher training standards need to occur within the next few years. MCOLES approval of 9-1-1 training courses should be moved to the ETSC.

Mr. Nystrom made a **MOTION** to accept the recommendation as written, Lt. Col. Miller supported. Ms. Miller-Brown advised the members that a report is due to the legislature and the Governor no later than December 1, 2006 providing recommendations for stable equitable long-term funding of the 9-1-1 system in this state and recommendations, if any, for the establishment of standards for the training and response time of 9-1-1 personnel. The ETSC members suggested that the statewide surcharge document be returned to the SFWG for further evaluation and discussion. At this point Mr. Nystrom withdrew his **MOTION**. Mr. Hunt suggested there is more work to be done. He sees gaps in the information presented and is interested in the best and most equitable solution. Sheriff Gribler suggested that the members plan a day to do some further work on this document. Tentatively, Thursday August 3 was selected. Lt. Colonel Miller suggested securing a room at the MSP Training Academy.

POLICY SUBCOMMITTEE REPORT

A. Policy F – Wireless 9-1-1 Location Accuracy

Mr. Berry presented the draft Policy F proposing location accuracy. This was initiated by the Emerging Technology Subcommittee, but was forwarded to this subcommittee for development and presentation. Draft Policy F is a recommendation that Michigan's wireless PSAPs develop an internal policy and procedure to oversee the accuracy of wireless 9-1-1 location data. Mr. Berry made a **MOTION** to approve this document, Mr. Charon supported. The **MOTION** carries. Mr. Loeper voted against. The

subcommittee also discussed a draft policy for Endorsements and Sponsorships but concerns were raised regarding the effect of the policy on various sponsorships and funding eligibility. The subcommittee decided to withdraw the policy from consideration.

CERTIFICATION SUBCOMMITTEE REPORT

A. Update on County Compliance Reviews

Mr. Charon updated the members regarding Kent County. There was an issue raised during the review of Kent County regarding retaining a 5% administrative fee on wireless distribution funds. Kent County acknowledged those costs were not representative of the actual costs and requested the ETSC direct a letter to Kent County Fiscal Services asking for a refund of those costs. Grand Rapids Police Department and MSP-Rockford were reimbursed a total of \$ 90,105.00 for those costs on/around May 25, 2006.

Regarding the Gladwin County review, the final report has not been completed, however, the Gladwin County Compliance team issued a memo pre-report to the Gladwin County 9-1-1 Advisory board advising the wireless 9-1-1 fund distributions and the landline 9-1-1 surcharges are within the parameters of proper use as set by statute.

The Alpena County Compliance Review is scheduled for July 6 & 7 2006. Members of the team are Mr. Charon, Mr. Nystrom, Mr. Loeper and Ms. Miller-Brown.

The Certification Subcommittee chose Calhoun County as the next random review. Tentatively members of this team are Mr. Charon, Sheriff Gribler, Mr. Nystrom, Mr. Berenbaum and Ms. Miller-Brown.

Mr. Charon also recognized three new members of the Certification Subcommittee, Mr. Steve Leese of Huron County, Mr. Vic Martin of Lapeer County, and Mr. Steve Berenbaum of A T & T.

B. Certification of Counties

Mr. Charon made a **MOTION** to certify all 82 counties and the four Wayne County service districts as compliant to receive distribution of 2nd quarter wireless funds. Mr. Bawol and Ms. Hensel supported. The **MOTION** carries.

C. Annual Report and 7th Year Certification mailing

The packets were mailed out to all counties on May 15, 2006 and are to be returned to the State 9-1-1 Administrator's office by Friday June 30, 2006. This year, a Supplemental Annual Report Questionnaire was also included. It is not a mandatory form, but the information will be used to assist in developing recommendations for 9-1-1 in Michigan. This is to be returned to the State 9-1-1 Administrator's office by Friday August 11, 2006.

EMERGING TECHNOLOGY SUBCOMMITTEE REPORT

No report

DISPATCHER TRAINING SUBCOMMITTEE REPORT

A. Dispatcher Training Distribution

Ms. Miller-Brown updated the members as Tpr. Moorman could not be present today. The work group has completed the telecommunicator essential job task list. At the next work group meeting, the members will work on the telecommunicator skill list.

STATE 9-1-1 ADMINISTRATORS REPORT

Ms. Miller-Brown is continuing to assist with VoIP E9-1-1 in Michigan. Vonage has reported deployed 102 PSAPs in Michigan. The Baraga County Commissioners voted to move to Enhanced 9-1-1 system in their county. Ms. Miller-Brown coordinated the initial E9-1-1 kick-off meeting in May with area telcos and other officials who will be involved with the project. The IP-911 work group has met once a month since the last ETSC meeting. They have attended several informational presentations. They will be meeting again following today's ETSC meeting. The FCC has issued a notice of apparent liability (NAL) against Dobson Wireless for failing to deploy wireless 9-1-1 in compliance with FCC standards. Ms. Miller-Brown again reminded the ETSC members that she would be happy to make a presentation to the group they represent as schedules allow. In the last quarter she made presentations to Michigan APCO, Michigan NENA, and the Institute of Public Utilities at MSU. She also pointed out to members that in their packets today are a copy of the response to Livingston County inquiry regarding 9-1-1 funding issues. There is also a copy of the certificates that were sent out to all PSAPs in Michigan recognizing Public Safety Telecommunicators Week in early April.

PUBLIC COMMENT

Ms. Bianconi noted the Conference of Western Wayne has been approached by Metro PCS and Pac West wireless carriers.

NEXT MEETING

The ETSC has scheduled a work group meeting on Thursday August 3, 2006 to further discuss the SFWG concept paper. Janet will secure a meeting location and advise the members.

The next regular ETSC meeting will be held on Tuesday September 19, 2006 at the Michigan National Guard Headquarters in Lansing, Michigan.

ADJOURN

The meeting adjourned at 12:15 p.m.

Approved,

SHERIFF DALE GRIBLER, CHAIR



EMERGENCY TELEPHONE SERVICE COMMITTEE
Michigan National Guard Headquarters
Lansing, Michigan

September 19, 2006
10 a.m.

MEETING MINUTES

MEMBERS PRESENT	REPRESENTING
Sheriff Dale Gribler, Chair (by conference call)	Michigan Sheriffs' Association
Mr. John Bawol	Assn. of Public Safety Comm. Officials
Mr. Steve Berenbaum	A T & T Michigan
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. John Buczek	Fraternal Order of Police
Mr. William Charon, Vice Chair	Michigan Communications Directors Assoc.
Mr. Hugh Crawford	Michigan Association of Counties
Ms. Suzan Hensel	National Emergency Number Association
Chief Kay Hoffman	Michigan Association of Chiefs of Police
Undersheriff Jim Hull	Deputy Sheriff's Association
Mr. John Hunt	Public Member, Governor's Appointee
Mr. Dan Kearney	Michigan Public Service Commission
Lt. Col. Thomas Miller	Department of State Police
Mr. Robert Struck (Mr. James Loeper, Alternate, by teleconference)	UP Emergency Medical Services Corporation
Mr. Scott Temple	Commercial Mobile Radio Service
Chief Paul Trinka	Michigan Association of Fire Chiefs

MEMBERS ABSENT	REPRESENTING
Ms. Jeannine Benedict	Dept. of Labor and Economic Growth
Mr. Lloyd Fayling	Public Member, Senate Appointee
Mr. Paul Hufnagel	Michigan Professional Firefighters Association
Tpr. Michael Moorman	Michigan State Police Troopers Association
Mr. Charles Nystrom	Public Member, House Appointee

STAFF SUPPORT	REPRESENTING
Ms. Harriet Miller-Brown	Department of State Police
Ms. Janet Hengesbach	Department of State Police

ROLL CALL

The Emergency Telephone Service Committee (ETSC) meeting was called to order by Vice Chair William Charon at 10:00 a.m. Roll call was taken and a quorum was present for the meeting.

APPROVAL OF MINUTES

A **MOTION** was made by Mr. Crawford to approve the minutes of the June 20, 2006 ETSC meeting. Supported by Ms Hensel, the **MOTION** carried.

Vice Chair Charon requested that a moment of silence be observed for the recent passing of Kari Denslow, dispatcher at Isabella County Central Dispatch.

CORRESPONDENCE

None

OLD BUSINESS

A. Tracfone update

Mr. Michael Nickerson from the Attorney General's office was present at today's meeting to give an update on the Summons and Compliant filed against the Department of Treasury by Tracfone with the ETSC being named as party in this suit. Mr. Nickerson requested a closed meeting of the ETSC members only and staff of the 9-1-1 Administrator's office. Ms. Hensel made a **MOTION** for a closed meeting, Mr. Bawol supported. A roll call vote was taken. The **MOTION** carried.

Yes – For	No - Against	Abstain	Absent
Bawol			Benedict
Temple			Hufnagel
Miller			Fayling
Hunt			Moorman
Hoffman			Nystrom
Charon			Berenbaum – absent at time of vote
Crawford			Berry (at time of vote)
Kearney			Gribler (not available at time of vote)
Hensel			
Trinka			
Struck (Loeper - Alternate			
Buczek			
Hull			

Following the closed meeting, Mr. Barry made a **MOTION** to return to open meeting, Ms. Hensel supported, the **MOTION** carried. The meeting was reconvened to the public at 10:25 a.m.

B. Letter from Rep George Cushingberry Re: HB 6189

The ETSC received a letter from Representative George Cushingberry thanking the ETSC for their position regarding this bill. (The ETSC does not support the bill). This bill amends the Emergency Telephone Service Enabling Act (ETSEA) to define 2-1-1 and create a 2-1-1 funding mechanism through a 10-cent surcharge on landline phones.

NEW BUSINESS

Ms. Miller-Brown updated the members that Virgin Mobile USA, LLC has recently submitted a request to the Michigan Department of Treasury for a refund of E9-1-1 fees paid to the state of Michigan from August 1, 2002 through October 31, 2005 in the amount of \$919,748.44. Following discussions, Mr. Loeper made a **MOTION** to refer this matter from Department of Treasury to the Michigan Attorney General's office, Sheriff Gribler supported, the **MOTION** carried.

Vice Chair Charon reminded the members that elections of officers for 2007 (Chair and Vice Chair) will take place at the December 12, 2006 ETSC meeting.

A. 2007 Meeting Dates

The meeting dates for the 2007 ETSC meetings are Tuesday March 20, Tuesday June 26, Tuesday September 18 and Tuesday December 11.

B. A T & T /Verizon Invoices

Invoices from A T & T and Verizon totaling \$298,723.05 were submitted to the State 9-1-1 Administrator's office from the Michigan Public Service Commission for approval from the ETSC. Mr.

Bawol made a **MOTION** to approve the invoices from A T & T and Verizon, Mr. Temple supported. The **MOTION** carried.

C. HB 6355

Rep. Kevin Green of Wyoming, Michigan has introduced a bill that would require a prepaid customer to register name, address and driver license number (or other acceptable form of photo identification) prior to purchasing a prepaid phone. It has been placed on the agenda for House Energy and Tech. Sheriff Gribler noted that he has had discussions with Representative Fred Upton at the federal level regarding this bill. HB 6355 has been introduced at a state level and could see activity on this at a federal level.

D. 9-1-1 Cutover – Gogebic County

Mr. Loeper announced that in Gogebic County, they have the MSAG completed and are scheduled to cutover to Negaunee Regional Dispatch on October 4, 2006.

E. FCC Joint Petition on Non-Initialized phones

Ms. Miller-Brown briefly discussed with the ETSC the issue of non-Initialized phones. There is currently an FCC order that non-initialized phones are to deliver 9-1-1 service. In early 2007 the state of Tennessee would like to file to petition the FCC for clarification of what “harassing” calls are and what type of block could be used. Ms. Miller-Brown is requesting the support of the ETSC in this effort. Mr. Berry made a **MOTION** to support Ms. Miller-Brown’s assistance in filing an FCC order for clarification of what type of block can be used and clarification of what “harassing” calls are, Mr. Hunt supported. The **MOTION** carried.

CMRS SUBCOMMITTEE REPORT

A. Review of Invoices

Lt. Col. Thomas Miller reviewed the recent invoices with the committee members. Support staff had previously removed all information identifying the CMRS suppliers from the documents. Contact was made by support staff with the Department of Treasury representatives to confirm the CMRS suppliers are registered with the State of Michigan and that funding has been contributed under the Federal Identification Numbers provided by the suppliers.

Mr. Crawford made a **MOTION** to approve payment of vouchers 06-0010, 06-0011, and 06-0012 in the amount of \$213,877.00. Chief Hoffman supported. The **MOTION** carries.

There were 2 invoices submitted by a supplier for 9-1-1 services in 2006 totaling \$410,866.45. Additionally, this supplier has not deposited sufficient funds into the CMRS fund to receive reimbursements. The CMRS subcommittee rejected these invoices.

The CMRS subcommittee directed the State 9-1-1 Administrator’s office to send letters to suppliers with known outstanding invoices that they must submit these invoices by November 10, 2006 for recommendation and approval by the ETSC for reimbursement.

LEGISLATIVE ACTION SUBCOMMITTEE REPORT

Lt. Colonel Miller discussed the recent activities of the IP-911 workgroup. They have drafted up a set of objectives for a feasibility study. Upon approval of funds for a feasibility study, this project will take place but following the upcoming election. The ETSC has received a letter from Governor Granholm indicating support for the feasibility study.

Lt. Colonel Miller also discussed the recent legislative strategy. The ETSC held a work shop on August 3 to discuss legislative issues. The ETSC agreed upon six issues to be included the ETSC’s PA 249 report: 1) a multi-tiered funding system for 9-1-1, 2) rule promulgation for the ETSC, 3) training issues, 4) request of funds for feasibility study and for the new IP-911-based from the CMRS fund, 5) multi-line telephone system (MLTS), 6) recognition of administrative findings in county 9-1-1 service plans. Lt. Colonel Miller, Sheriff Gribler and Ms. Miller-Brown recently met with legislative staff. The thought is that they will use Representative Nofs bill (HB 5719) as a vehicle bill. This will have to move through

Senate Tech and Energy however. Lt. Colonel Miller requested the ETSC meet on Thursday October 19 to finalize the report due on December 1, 2006. Janet will send information to members regarding room location and conference bridge phone number.

The SFWG has agreed on two issues: Prepaid and technical surcharge. Regarding prepaid there is support for the weighted statewide average based on collection of the surcharge. The technical surcharge would no longer exist but rather a two-tiered system consisting of the statewide and the local ability based on county. There would be an optional surcharge that could be placed on telephone bills based on if the providers want to recoup their non-common network costs.

POLICY SUBCOMMITTEE REPORT

No report

CERTIFICATION SUBCOMMITTEE REPORT

A. Update on County Compliance Reviews

Mr. Charon noted the draft Kent County report is complete. The team is currently reviewing the draft version. It will be presented in final version to the ETSC at the December meeting. The report for Gladwin County is in process and also will be presented in final version to the ETSC in December. Regarding Alpena County, a letter was mailed to Mr. Jeff Thornton requesting additional documentation as another on-site visit to Alpena County is necessary. That information is due to the State 9-1-1 Administrator's office in mid-October. Calhoun County was chosen as the next random review. Information has been received and reviewed by the team. On-site visits are scheduled for October 12 and 13.

B. Compliance Review Check List

The Certification Subcommittee developed a check list of items for use by counties when they are chosen for a compliance review. It includes information relative to Administrative, Operational, Facilities and Funding. This will be a useful tool for counties to prepare for compliance reviews. This list will be located on the ETSC web site.

C. Certification of Counties/Phase II update

Undersheriff Hull made a **MOTION** to certify all 82 counties and the four Wayne County service districts as compliant to receive distribution of 3rd quarter wireless funds. Mr. Bawol supported. The **MOTION** carried.

Information is included in member's packets regarding Phase II update. This is based on county reports that were recently received by the State 9-1-1 Administrator's office. All counties are Phase II compliant with 6 of those counties in the process of bringing up one or more of their providers.

D. Request for Compliance Review

The ETSC recently received a request from the Chair of the Barry County Central Dispatch Authority for an operational review. The Certification Subcommittee recommends that a "by request" compliance review of Barry County be performed. Ms. Hensel made a **MOTION** to perform a 'By Request' review of Barry County Central Dispatch, Chief Hoffman supported, the **MOTION** carried.

EMERGING TECHNOLOGY SUBCOMMITTEE REPORT

No report

DISPATCHER TRAINING SUBCOMMITTEE REPORT

A. Dispatcher Training standards work group update

Ms. Miller-Brown updated the members as Tpr. Moorman could not be present today. The work group has created a core task list for dispatchers. At the next work group meeting, the members will work on justifications for each of those tasks and what kind of training would be needed.

B. 2007 Dispatcher Training Application Process/Forms

There are two changes for 2007 that the Dispatcher Training Subcommittee is recommending that require ETSC support - 1) Use of overtime. The Dispatcher Training Subcommittee proposes overtime be allowed for – either the person doing the backfill or the telecommunicator attending the training. 2) Use of unspent training monies. A number of PSAPs have significant amounts of unspent dispatcher training monies accumulating. It is proposed that if they have not used their money in over 5 years, it must be returned to the dispatcher training fund. Ms. Hensel made a **MOTION** to adopt the 2 issues (use of overtime and use of unspent PSAP training monies), Mr. Barry supported. Lt. Colonel Miller suggested that it be mandatory that the PSAPs track reimbursement for salary and wage costs to be kept at their worksite. Following discussion, the **MOTION** carried.

Mr. Barry made a **MOTION** to amend the document regarding the use of unspent monies, Mr. Hull supported. Following discussion, the **MOTION** carried.

STATE 9-1-1 ADMINISTRATORS REPORT

Ms. Miller-Brown noted the Annual Report to the Legislature is complete and has been delivered to the Governor and Legislators. The report is also posted on the ETSC web site. She is continuing to assist with VoIP E9-1-1 in Michigan. Vonage has deployed 126 PSAPs, TCS has deployed 88 and Intrado has deployed 62. HBF has begun its Michigan deployments. Baraga County has a new 9-1-1 Coordinator, Don Takala. Baraga County is working on the county's addressing through the US Postal service and should be complete later this month. Nextel Boost and Virgin Mobile have notified Treasury that they are no longer collecting and remitting the prepaid wireless surcharge in Michigan as they believe the current statute does not apply to them. The IP-911 work group has drafted objectives and criteria for a feasibility study for a Michigan project. Ms. Miller-Brown will be speaking at the Michigan Sheriff's Association in October at their annual conference. The State 9-1-1 Administrator's office will be hosting two state 9-1-1 forums. The first in Pontiac on October 24 and the second in Marquette on November 8. The agendas include updates on the ETSC activity, 2007 training and application process and an afternoon of Q & A with CMRS providers. Ms. Miller-Brown added that would be happy to give a presentation to the group they represent on the ETSC as schedules allow.

PUBLIC COMMENT

None

NEXT MEETING

The next regular ETSC meeting will be held on Tuesday December 12, 2006 at the Michigan National Guard Headquarters in Lansing, Michigan.

Vice Chair Charon thanked NENA for providing refreshments for today's meeting.

ADJOURN

The meeting adjourned at 11:35 p.m.

Approved,

MR. WILLIAM CHARON, VICE CHAIR



EMERGENCY TELEPHONE SERVICE COMMITTEE
Michigan National Guard Headquarters
Lansing, Michigan
December 12, 2006
10:00 a.m.

MEETING MINUTES

MEMBERS PRESENT	REPRESENTING
Sheriff Dale Gribler, Chair	Michigan Sheriffs' Association
Mr. John Bawol	Assn. of Public Safety Comm. Officials
Mr. Steve Berenbaum	Telecommunications Association of Michigan
Mr. Dale Berry	Michigan Association of Ambulance Services
Ms. Jeannine Benedict	Dept. of Labor and Economic Growth
Mr. William Charon, Vice Chair	Michigan Communications Directors Assoc.
Mr. Hugh Crawford	Michigan Association of Counties
Ms. Suzan Hensel	National Emergency Number Association
Undersheriff Jim Hull	Deputy Sheriff's Association
Mr. Dan Kearney	Michigan Public Service Commission
Lt. Col. Thomas Miller	Department of State Police
Mr. Charles Nystrom	Public Member, House Appointee
Mr. Robert Struck (Mr. James Loeper, Alternate, by teleconference)	UP Emergency Medical Services Corporation
Mr. Scott Temple	Commercial Mobile Radio Service
Chief Paul Trinka	Michigan Association of Fire Chiefs

MEMBERS ABSENT	REPRESENTING
Mr. John Buczek	Fraternal Order of Police
Chief Kay Hoffman	Michigan Association of Chiefs of Police
Mr. John Hunt	Public Member, Governor's Appointee
Mr. Paul Hufnagel	Michigan Professional Firefighters Association
Tpr. Michael Moorman	Michigan State Police Troopers Association
Mr. Lloyd Fayling	Public Member, Senate Appointee

STAFF SUPPORT	REPRESENTING
Lt. Col. Kriste Etue	Department of State Police
Ms. Harriet Miller-Brown	Department of State Police
Ms. Janet Hengesbach	Department of State Police

ROLL CALL

The Emergency Telephone Service Committee (ETSC) meeting was called to order by Sheriff Dale Gribler at 10:00 a.m. Roll call was taken and a quorum was present for the meeting.

APPROVAL OF MINUTES

A **MOTION** was made by Undersheriff Hull to approve the minutes of the September 19, 2006 ETSC meeting. Supported by Chief Trinko, the **MOTION** carried.

A **MOTION** was made by Mr. Crawford to approve the minutes of the October 19, 2006 ETSC meeting. Supported by Mr. Bawol, the **MOTION** carried.

Sheriff Gribler requested that a moment of silence be observed for the recent passing of James Twarog, director of Losco County Central Dispatch.

Sheriff Gribler announced that Daniel Chaney of the State 9-1-1 Administrator's office has accepted employment in Virginia. The ETSC thanked Daniel for the support he has provided to the ETSC in the last year.

CORRESPONDENCE

None

OLD BUSINESS

A. Prepaid Reimbursement Issues

Mr. Dave Voges from the Attorney General's office was present at today's meeting to give an update on the Summons and Complaint filed against the Department of Treasury by Tracfone and to update the members regarding other prepaid reimbursement issues. Mr. Voges requested a closed meeting of the ETSC members only and staff of the State 9-1-1 Administrator's office. Ms. Hensel made a **MOTION** for a closed meeting, Mr. Bawol supported. The **MOTION** carried.

Following the closed meeting, Mr. Barry made a **MOTION** to return to open meeting, Ms. Benedict supported, the **MOTION** carried. The meeting was reconvened to the public at 10:25 a.m.

NEW BUSINESS

A. Election of Officers

Mr. Nystrom made a **MOTION** that Sheriff Dale Gribler continue as chair of the ETSC, Undersheriff Hull supported. The **MOTION** carried.

Ms. Hensel made a **MOTION** that Mr. William Charon continue as Vice Chair of the ETSC, Mr. Nystrom supported. The **MOTION** carried.

Lt. Col. Miller announced this will be his final meeting as Department of State Police representative on the ETSC. Lt. Col. Kriste Etue of the Administrative Services Bureau will take over these duties beginning with the March 2007 ETSC meeting. This change is due to reorganization within the State Police in the last year. Lt. Col. Miller thanked the ETSC for their support and assistance to himself and the State 9-1-1 Administrator's office.

B. A T & T/Verizon Invoices

Invoices from A T & T and Verizon totaling \$298,723.05 were submitted to the State 9-1-1 Administrator's office from the Michigan Public Service Commission for approval from the ETSC. Mr. Berenbaum made a **MOTION** to approve the invoices from A T & T and Verizon, Undersheriff Hull supported. The **MOTION** carried.

CMRS SUBCOMMITTEE REPORT

A. Review of Invoices

Lt. Col. Miller noted there was not a quorum for the recent CMRS meeting. Since there were only three invoices, he recommended the State 9-1-1 Administrator's office contact the other subcommittee members via email requesting support for these invoices. The entire CMRS subcommittee was in agreement with the recommendation for payment. Support staff had previously removed all information identifying the CMRS suppliers from the documents. Contact was made by support staff with the Department of Treasury representatives to confirm the CMRS suppliers are registered with the State of Michigan and that funding has been contributed under the Federal Identification Numbers provided by the suppliers.

Lt. Col. Miller made a **MOTION** to approve payment of vouchers 06-0015, 06-0016, and 06-0017 in the amount of \$282,185.36. Mr. Nystrom supported. The **MOTION** carried.

LEGISLATIVE ACTION SUBCOMMITTEE REPORT

P.A. 249 of 2006 was submitted to the Governor and Legislators following the November election. There was initially hope that action would be taken in lame duck session but due to committee and legislator's attention to other matters (cable franchising and SBT), lame duck action on 9-1-1 is not going to happen. Following the issuance of P.A. 249, a meeting was requested and scheduled with Senator Basham. Ms. Miller-Brown noted that Senators Basham and Brown have expressed support in this initiative. Lt. Col. Miller requested that any additional meetings be coordinated through Ms. Miller-Brown's office. When the legislators reconvene, it's likely there will be changes in the House Energy & Tech and Senate Tech and Energy committees. It will be important for the 9-1-1 community to contact legislators to support the need for action on the P.A. 249 report.

Ms. Miller-Brown is developing a DVD of Michigan 9-1-1. It would be used as an educational tool that can be distributed to the legislators. It would include an overview of Michigan 9-1-1, what it does and where Michigan is now. It would also discuss the issues facing today's 9-1-1.

POLICY SUBCOMMITTEE REPORT

No report

CERTIFICATION SUBCOMMITTEE REPORT

A. Updates on county compliance reviews

Mr. Barry made a **MOTION** to approve the reports of Gladwin and Kent County, Mr. Loeper supported. The **MOTION** carried.

The Barry county review is complete. A preliminary letter was mailed to the Chair of Barry County Central Dispatch Authority. The final report on Barry County is pending completion. The team found a well run organization.

The on site review of Calhoun County is scheduled for December 19 and 20.

The next random selection was Newaygo County. The letter has been mailed alerting them of this selection.

B. Alpena County

The compliance review team has some concerns with the review. In September, additional information was requested with various follow-up contacts being made. As of this meeting date, the information has not been received by the State 9-1-1 Administrator.

A letter to the Alpena County Commissioners has been mailed to update them on these concerns and to alert them of the possible consequences if the review cannot be completed. The Certification Subcommittee also requested to be placed on the agenda of the next County Commissioner meeting. The subcommittee directed Ms. Miller-Brown to seek an opinion from Attorney General's office on what the process would be to withhold surcharge funds from Alpena. The subcommittee is recommending that wireless monies be withheld from Alpena County until compliance can be ascertained. The subcommittee will continue to work with Alpena as it is not their intent to disrupt service to this county.

The Certification Subcommittee has formed a work group to develop a training program for PSAPs on what to expect when their county is chosen for a compliance review. The work group will meet for the first time on January 9, 2007.

C. Certification for 4th quarter wireless funds distribution

Mr. Charon made a **MOTION** to certify 81 counties plus 4 service districts for 4th qtr wireless funds distribution. Monies to Alpena will be withheld until the team can ascertain compliance. Mr. Nystrom supported, the **MOTION** carried.

EMERGING TECHNOLOGY SUBCOMMITTEE REPORT

No report

DISPATCHER TRAINING SUBCOMMITTEE REPORT

A Dispatcher Training work group update

The Dispatcher Training work group has developed written protocol which will be brought to the Dispatcher Training subcommittee meeting in February 2007.

B. 2007 Dispatcher Training Application process

The application packets were mailed in late November. As a reminder training monies can be used for overtime after January 2007, PSAPs are to keep track of reimbursement for salary and wage costs at their worksite, and unspent training monies not used in over five years must be returned to the State of Michigan for redeposit into the dispatcher training fund.

STATE 9-1-1 ADMINISTRATORS REPORT

P.A. 249 of 2006 has been delivered to the Legislature. The State 9-1-1 office is continuing to assist with VoIP E9-1-1 in Michigan. The recent 9-1-1 Forum in Pontiac and Marquette were well attended. Ms. Miller-Brown recently attended the Interim NASNA meeting in Indianapolis and is involved the MCDA's Director Development program and the Certification Subcommittee's compliance training.

NEXT MEETING

The next ETSC meeting will be held at 10:00 a.m. on Tuesday March 20, 2007 at the State Capitol in Room #426. Sheriff Gribler thanked NENA for the refreshments provided for today's meeting.

ADJOURN

The meeting adjourned at 11:00 a.m.

Approved,

SHERIFF DALE GRIBLER, CHAIR

**Michigan Emergency Telephone Service Committee
P.A. 249 of 2006
Legislative Recommendations**

November 9, 2006

Emergency Telephone Service Committee P.A. 249 of 2006 Report

Overview

Public Act 249 of 2006, MCL 484.1413 states:

Sec. 413. (1) The state 9-1-1 director shall issue a report to the legislature and the governor no later than December 1, 2006, providing recommendations for stable, equitable long-term funding of the 9-1-1 system in this state and recommendations, if any, for the establishment of standards for the training and response time of 9-1-1 personnel.

(2) The report shall contain a recommendation that any 9-1-1 fees collected from communications providers are assessed in a competitively neutral manner.

Included in this report are recommendations supported by the Emergency Telephone Service Committee (ETSC) to meet the requirements set forth above. This report will also provide additional legislative recommendations on issues that the ETSC believes will facilitate the future progress of Michigan's 9-1-1 system. Each of the following issues will be outlined and presented with the ETSC recommendations:

- 1) A two-tiered funding system for 9-1-1 in which all communications devices that have access to 9-1-1 contribute to the funding of 9-1-1 operations
- 2) 9-1-1 Operator Training:
 - a. A training program for 9-1-1 operators to be developed. The ETSC shall be the body to set training standards and that the tracking of training shall be performed by the State 9-1-1 Office
 - b. Certification of courses to be conducted by the ETSC rather than by MCOLES
- 3) Rule promulgation for the ETSC
- 4) Funds currently in the CMRS fund used for a feasibility study and initial capital outlay for a new IP-based 9-1-1 system
- 5) Multi-line telephone system (MLTS)
- 6) Simplification of 9-1-1 plan modification through the use of administrative findings

**Emergency Telephone Service Committee
P.A. 249 of 2006 Report**

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**Emergency Telephone Service Committee
P.A. 249 of 2006 Report
Recommendation on Issue 1:**

9-1-1 Funding

Funding Issue Overview:

In December 2004 the ETSC adopted a position paper setting out a number of key issues related to 9-1-1 in Michigan. One of the central issues in the ETSC's position paper is the impact that the disparate technology-based 9-1-1 surcharges had on funding 9-1-1 systems in Michigan. As the use of landline phone service decreases and the use of Voice over Internet Protocol (VoIP) and wireless communications increase, 9-1-1 centers are realizing decreasing revenues. In many cases the decreasing revenues are offset by raising landline surcharges. In some counties, landline surcharge revenue has decreased by as much as 6% annually.

In 2005 the ETSC's Legislative Action Subcommittee formed a work group known as the Stable Funding Work Group (SFWG). The SFWG, comprised of members from both public and private interests¹ in the 9-1-1 system, invested significant resources of time and energy to develop a funding concept for Michigan's 9-1-1 system. The ETSC's recommendation model on funding consideration, developed to the extent possible, is technologically and competitively neutral, requires accountability by the recipients, allows cost recovery by communications providers, is adjustable to avoid over-funding and under-funding, and provides options for funding that is locally determined and controlled².

ETSC Legislative Recommendation on 9-1-1 Funding:

A two-tiered operational surcharge system *that applies equally to all technologies that do or have the ability to access the 9-1-1 system.*

These technologies include:

- i. Traditional landline telephone services
- ii. Wireless (CMRS) services; including contract, resellers, and prepaid
- iii. VoIP 9-1-1 services

Initial suggested on "per device/access point" language:

The surcharge is applied to any service that is capable of accessing, connecting with, or interfacing with E911 by dialing or initializing or otherwise activating the Michigan E911 system through the numerals '9-1-1' by means of a local telephone device, cellular telephone device, wireless communications device, Voice over the Internet (VoIP) devices, or other means (including computers). Data-only subscriber lines or cables and internet connect lines or cables which are capable of accessing with or interaction with 9-1-1 as foresaid are subject to the subscriber surcharge.

¹ Members of the SFWG included representatives from wireless carriers, landline telephone companies, Michigan Association of Counties, Telecommunications Association of Michigan, PSAP directors, 9-1-1 coordinators, VoIP service, and others. A complete list of members is available via request through the ETSC at: mspetsc@michigan.gov.

² It is important to note that individual members of the SFWG held a number of opposing opinions on the best way to reform Michigan's 9-1-1 funding mechanism. In order to continue meaningful discussions, SFWG members approached this complex issue for collaborative purposes in order to determine where there might be areas of agreement and disagreement. Each SFWG member represented-interest reserved the right to disagree with specific provisions of the SFWG's conceptual approach as any legislative effort moves forward.

Tier One: A statewide 9-1-1 operational surcharge collected through Treasury

The Tier One surcharge will fund:

1. Baseline funding for counties
2. Dispatcher Training Program
3. State 9-1-1 Office
4. Common 9-1-1 Network Elements
5. Billing and collection of tier one (2%)

Specifics to Tier One:

Tier One Amount:

The initial amount should be set at 25 cents

Tier One Distributions:

2% - Retained by communications providers for billing and collection

The remaining amount distributed as follows:

- 62.25% → counties distributed on a 40% equally and 60% by per capita basis
- 31.25% → fund common 9-1-1 network costs
- 3.75% → 9-1-1 training program
- 2.75% → fund state 9-1-1 office/services

Tier One Adjustability:

1. The Tier One surcharge should range between a 20 cent minimum and a 30 cent maximum to allow for adjustability.
2. The initial recommended surcharge is in middle of range.
3. The annual adjustment effective July 1 of each year.
4. Funds can be adjusted in second year based on pre-statute levels from wireless distributions to counties for Fiscal year 2006 to balance distributions (i.e. if the first year is higher than expected, then a downward adjustment can be made).
5. Adjustable by Treasury as necessary not to exceed the pre-set statutory cap of 30 cents in 2nd/3rd year based on recommendation to Treasury from ETSC through reporting process.
6. Adjusted by legislature as necessary in fourth and fifth year.

Common Network Costs:

Reimbursement occurs in a manner similar to wireless cost recovery. A legislatively designated ETSC subcommittee that reviews the invoices and makes recommendations to ETSC on payment.

Tier Two: Locally determined county-based operational surcharge to fund local 9-1-1 operations

1. County Commissioners have the option to:
 - a. impose surcharge by commission vote, or
 - b. for ballot consent, or
 - c. combination, and/or
 - d. millage ballot

Specifics to Tier Two:

Tier Two Amount:

- 1) Local surcharge not to exceed amount necessary to operate 9-1-1 system, meeting Headlee requirements.
- 2) Commissioner resolution (or resolution addendums) and ballot proposals must contain language pertaining to the expected amount generated.

Tier Two Collections:

- 1) 2% - Retained by communications providers for billing and collection
- 2) Actual collection (after 2%) will be remitted to counties
- 3) Submitted by providers to counties on a quarterly basis
- 4) Uniform date for all changes – once a year (notice on April 1, change on July 1)
- 5) Proprietary data on local line count information is exempt from FOIA

Additional Specifics to Both Tiers of Funding System:

- 1) Annual report to legislature by the ETSC
- 2) Business cap on both state operational and local operational surcharges: The surcharge shall be applied to each line up to ten lines and then shall be applied in increments of one-tenth of the surcharge for each line thereafter.
- 3) Requirement for receipt of surcharge funds by counties: Enhanced 9-1-1 is available on all services (Landline, Wireless, VoIP, and new technologies [as recognized by state and federal regulations]).
- 4) County 9-1-1 Plans will need to be updated to reflect:
 - a. VoIP
 - b. Receipt of new distribution
 - c. Current configurations of 911 systems
- 5) Surcharges on phone bills:
 - a. 9-1-1 surcharges for Tiers One and Two must be listed separately on each bill.
 - b. Providers can recover their costs of providing 9-1-1 service not covered by the common network costs in Tier One. Providers may put the cost on a separate line item on their bill. (Further details in *Optional Technical Surcharge* outlined below).

Optional Technical Collection:

Under the two-tiered system each provider is responsible for their own 9-1-1 cost recovery. Communications providers would have an option to collect their cost of connecting to the 9-1-1 network:

1. Statutory recognition of government mandated 9-1-1 network costs (above common 9-1-1 network costs).
2. Provider-specific recovery methods (i.e., surcharge or roll into price of service) are the provider's option.

Prepaid on Two-Tiered System:

Prepaid communications services would be required to participate in the funding of 9-1-1 by being assessed a monthly surcharge that is calculated by adding the statewide surcharge plus the average of the local surcharges, *weighted by population*, and divided by 83. It would be distributed using the formula for the statewide (Tier One) surcharge.

Additional Specifics to Prepaid:

1. The first year would be calculated using the average current landline operational surcharge as imposed statewide at time of enactment.
2. It would be adjusted annually (at the same time other adjustments are made) based on reported changes in the state.
3. It should be able to lower statewide surcharge once the impact of prepaid is evaluated.
4. 2% billing and collection can also be retained by prepaid.
5. There are *four potential* collection methods for prepaid:
 - a. One statewide surcharge for each \$50 of new revenue (ARPU) each month, or
 - b. One statewide surcharge or each active number with Michigan NPA/NXX.
 - c. Option for a statewide surcharge that is collected at the retail level (possibly minutes based).
 - d. A method that is mutually agreed upon by the prepaid provider and the ETSC.

**Emergency Telephone Service Committee
P.A. 249 of 2006 Report
Recommendation on Issue 2:

9-1-1 Personnel Training**

Training Issue Overview:

Currently there are no minimum training standards for 9-1-1 dispatchers (telecommunicators) in the state of Michigan. Each PSAP is responsible for its own training levels, programs, and documentation for its telecommunicators.

On March 2005 the ETSC passed a resolution supporting the pursuit of minimum training standards for 9-1-1 dispatchers in Michigan. The chair of the Dispatcher Training Subcommittee named a work group³ to research and make a recommendation through the ETSC's channels on minimum dispatcher training standards. The process of that work group has been time-intensive and involved reviewing the training requirements of other states⁴, performing a base task analysis of 9-1-1 telecommunicators' duties, identifying the skills necessary to perform those duties, and identifying the training needed to develop those skills.

P.A. 78 of 1999 created a statewide 9-1-1 dispatcher training fund through a one and a half-cent distribution of the wireless 9-1-1 surcharge. Since that fund distribution began in 2001 over 4.6 million dollars has been distributed to Michigan PSAPs. The ETSC has established a strong record of conscientious oversight of the training funds including the distribution and application process, allowable and disallowed fund use, recommendations to MCOLES on the certification of courses, and PSAP accountability. The 2004 creation of the State 9-1-1 Administrator's Office has further enhanced the ETSC's administration of the wireless training funds.

However, even with the availability of training funds, a program that encourages fund use, and a broad list of approved courses, it became evident through the 2006 application process that the wireless funds were not being used by a number of PSAPs in Michigan⁵. Furthermore, voluntary reporting to the State 9-1-1 Office on training policies indicate that there are inconsistencies across the state in regard to PSAP training policies and programs.

Prior to the recommendations required by P.A. 244 of 2006 in regard to the training of 9-1-1 personnel, the ETSC recognized the importance of 9-1-1 training and is firm in its position of the need for minimum training standards for 9-1-1 telecommunicators. To that end, the development of 9-1-1 telecommunicator training standards is in progress. Furthermore, the ETSC recognizes that program development, an implementation plan, funding, and administrative support must all be in place prior to the mandate of statewide 9-1-1 telecommunicator training standards. Based on those premises, the following legislative recommendations are being made:

³ The work group, which is still active, consists of two dispatchers, two dispatch supervisors, two dispatch managers, the chair of the Dispatcher Training Subcommittee, and the State 9-1-1 Administrator.

⁴ Based on inquiries made to other states, 14 states reported some type of minimum training requirement for dispatchers.

⁵ More than 90 PSAPs (accounting for 48% of the state's 9-1-1 telecommunicators) have spent their ETSC training funds with regularity (many supplement their internal training programs with additional funds from other sources). However, in 2006 51 PSAPs (accounting for 45% of the state's 9-1-1 telecommunicators) did not qualify for training funds as they still had unspent training funds remaining from the 2003, and in some cases 2002, distribution(s).

ETSC Legislative Recommendation on 9-1-1 Personnel Training:

1) The ETSC should be granted the rule promulgation necessary to:

- a. Approve training courses funded through the statewide 9-1-1 (Tier One) surcharge
- b. Develop, implement, and administer 9-1-1 dispatcher training standards, including:
 - i. Training curriculum for new dispatchers
 - ii. Requirements for continuing training of established dispatchers
 - iii. Reporting requirements of PSAPs regarding fund use and training of 9-1-1 personnel

2) The future funding needs to include resources for the State 9-1-1 Office to track and administer the 9-1-1 telecommunicator training program and the distribution of training funds. The calculations recommended in the Tier One funding mechanism recommendation are outlined in pages 3 - 4 of this report.

**Emergency Telephone Service Committee
P.A. 249 of 2006 Report
Recommendation on Issue 3:

ETSC Rule Making Authority**

Rule Making Authority Issue Overview:

Sec. 413. (1) of P.A. 249 of 2006 states in part that, "...the state 9-1-1 director shall issue a report to the legislature and the governor no later than December 1, 2006, providing . . . and recommendations, if any, for the establishment of standards for the training *and response time of 9-1-1 personnel.*" (emphasis added).

The "response of 9-1-1 personnel" can take on a number of forms. These include the time it takes the 9-1-1 telecommunicator to answer and properly classify the call, the time it takes from the call being answered and classified to the time a service unit is dispatched, and the time from the call being answered, classified, and a service unit dispatched to the time that service unit arrives. Many factors can effect the response time of a 9-1-1 call. These factors include the level of emergency activity (both in the 9-1-1 center and out in the service jurisdiction) occurring at the time of the call, the priority level of the call (i.e., a life-threatening call receiving priority over a non- life threatening call).

What the ETSC believes is a core component in consistency in the response to 9-1-1 calls is the *development of and adherence to* policies, procedures, and protocols that established by the PSAP and its jurisdiction. Currently the Certification Subcommittee of the ETSC serves to ensure that requirements and deadlines defined in the 9-1-1 statute are met, which includes compliance reviews of counties to ensure that expenditures of 9-1-1 funds to meet the criteria established by the ETSC. As the ETSC Certification Subcommittee receives inquiries from PSAPs, certifies counties for wireless funds and conducts compliance reviews across the state, it is apparent that there are many PSAPs and counties that consistently adhere to "best practices" while others do not. This creates disparities in PSAP operations and county reporting throughout the state. These disparities include:

- a. Lack of written policies/ standard operating procedures (SOPs)
- b. Failure to consistently follow industry standards
- c. Lack of documented training programs
- d. Back-up systems/emergency procedures
- e. Incomplete and untimely reporting

While the ETSC can make recommendations in regard to best practices and policies, the ETSC's authority to enforce those actions are limited under the current statute. Rather than a recommendation addressing the issue as narrowly as call response time, the ETSC has adopted the following recommendation that it believes will improve 9-1-1 operations on a broader scale throughout the state. It must be mentioned that the ETSC understands that this will be an expanded role of the ETSC and this change will be an evolving process. This ETSC process would be very similar to the rule making utilized by Michigan Commission on Law Enforcement Standards (MCOLES) or the Criminal Justice Information System (CJIS) Policy Council.

ETSC Legislative Recommendation on Rule Making Authority:

The ETSC should be granted the rule promulgation authority necessary to set and enforce identified standards for PSAP operations and county certification for receipt of 9-1-1 funds:

- a. The ETSC's standards and certification will be developed through the ETSC's collaborative process similar to the system established for the certification of counties for the receipt of wireless funds.
- b. The receipt of 9-1-1 funding shall be tied to compliance with identified standards.

**Emergency Telephone Service Committee
P.A. 249 of 2006 Report
Recommendation on Issue 4:**

**Preservation of CMRS Funds for
IP-Based 9-1-1**

Preservation of CMRS Funds for IP-Based 9-1-1 Issue Overview:

Continuing the position set in its 2004 position paper, the ETSC believes that funds collected for 9-1-1 should be preserved for that purpose. The recommendation for use of the CMRS fund in regard to an IP-based 9-1-1 system is in keeping with that position. As technology rapidly changes, Michigan's 9-1-1 current landline-based 9-1-1 faces fast-approaching challenges. The current landline network, while reliable and effective, will be limited in its ability to process the growing volume of technologies such as VoIP, wireless TTYs, and text messaging calls. Replacement of the existing 9-1-1 system will need to be done in order to effectively adapt to the changes facing public safety communications. An IP-based 9-1-1 network will provide redundancy, security, interoperability, and flexibility that will be paramount to maintaining a robust and reliable 9-1-1 system in Michigan, and provide options and functions to meet these demands⁶.

In order to implement Phase II cellular phone calls (which provides location information for 9-1-1 operators) P.A. 78 of 1999 created a surcharge on wireless phones. A portion of that surcharge was designated for cost recovery to offset the costs of implementing this technology. This is referred to as the CMRS (Commercial Mobile Radio System) Fund. Since its inception in 2000, the surcharge has generated \$77 million for that fund. Of that, \$50 million has been paid out to wireless providers for cost recovery, \$3.1 million has been paid out to landline service providers for wireless 9-1-1, and P.A. 244 of 2003 and P.A. 960 of 2006 respectively, allocated \$12 and \$15 million of the fund to debt retirement for Michigan Public Safety Communications System. After the final invoices for 2005 cost recovery are paid, the ETSC projects there will be approximately \$18 million remaining in the CMRS fund.

In 2006 the ETSC's Legislative Action Subcommittee established a work group to begin exploring IP-based 9-1-1 options for Michigan. The work group consists of members from the technology providers, and public and private 9-1-1 stakeholders in the 9-1-1 system⁷. This work group made preliminary inquiries into IP-based 9-1-1 systems and has developed objectives for a feasibility study.

ETSC Legislative Recommendation on the Preservation of CMRS Funds for IP-Based 9-1-1:

- 1) That the amount of \$500,000 be legislatively designated from the CMRS fund for an independent feasibility study of an IP-based 9-1-1 system in Michigan.**

The study would include:

- a. Recommendations on an IP-911 network that is redundant, secure, and provides 9-1-1 network services to Michigan PSAPs and communications providers.
- b. Projections of costs for the proposed IP-911 network's implementation and maintenance.
- c. Recommendations on additional and/or continued funding for the implementation, operation, and maintenance of an IP-911 network, if additional costs are anticipated.
- d. A migration plan for the current 9-1-1 network and PSAPs in Michigan.

⁶ Further information on IP-911 networks can be found through the National Emergency Number Association at: http://www.nena.org/media/files/ng_final_copy_lo-rez.pdf; the FCC's Network and Reliability Council (NRC) at: http://www.nrc.org/meetings/docs/meeting_20040923/NRIC%20VII%20Focus%20Group%201B%20Report_Sept.%20v10%20_120304_.pdf; and the U.S. Dept. of Transportation at: <http://www.its.dot.gov/ng911/index.htm>.

⁷ Members of the IP-911 work group include representatives from wireless carriers, 9-1-1 service provider companies, Michigan Department of Information Technology, a 9-1-1 database provider, and others. A complete list of members is available via request through the ETSC at: mspetsc@michigan.gov.

- 2) That the amount of \$10 million be legislatively designated and preserved from the CMRS fund for an initial capital outlay for an IP-based 9-1-1 system in Michigan:**
- a. Pending the outcome of the feasibility study, the designated funds would be preserved and not subject to other uses.
 - b. A final report and recommendation from the ETSC would be forthcoming within two-and-a-half years of the preservation of the capital outlay funds.

**Emergency Telephone Service Committee
P.A. 249 of 2006 Report
Recommendation on Issue 5:**

**Multi-Line Telephone System 9-1-1
Location Information**

Multi-Line Telephone Systems Delivery Issue Overview:

Presently, when a 9-1-1 call is dialed from a facility with a multi-line telephone system (MLTS) the location information that typically appears on the 9-1-1 operator's screen does not display the caller's actual location. The automatic location identification (ALI) the 9-1-1 operator will see is the address of the MLTS's switch equipment or a primary building on the MLTS. Since MLTS is utilized for schools, manufacturing plants, universities, and hospitals, the lack of specific information can cost valuable time in locating the caller's precise location.

Providers of MLTS are not required to provide specific location information for 9-1-1 calls. The lack of location information is recognized as a public safety priority by the ETSC and the Association of Public-Safety Communications Officials (APCO)⁸.

ETSC Legislative Recommendation on Multi-Line Telephone System 9-1-1 Location Information:

Location information for 9-1-1 calls made on MLTS should be legislatively mandated.

MLTS requirements should:

1. Require caller information on 9-1-1 calls that provides the building and floor of the caller or an adequate alternative internal method to provide location information for public safety responders.
2. Establish provisions in regard to square footage of buildings and multi-building facilities.
3. Establish a phased-in time period of 84 months for compliance.
4. Be applicable to all MLTS phone systems, regardless of the system technology (i.e. IP-based, fixed-line, or wireless).

⁸ Additional background information on MLTS and APCO's position is available through APCO's white paper at: <http://www.apcointl.org/about/pbx/Whitepaper.pdf#search=%22Multi%20line%20telephone%22>.

**Emergency Telephone Service Committee
P.A. 249 of 2006 Report
Recommendation on Issue 6:**

**Administrative Findings for Limited
Changes in 9-1-1 Service Plans**

9-1-1 Service Plan Amendment and Administrative Findings Issue Overview:

Under P.A. 32 of 1986 (as amended) a county must enact a county-wide 9-1-1 plan to implement an enhanced 9-1-1 system. Under the statute, county 9-1-1 service plans are minimally required to contain technical, operational, managerial, and fiscal considerations⁹. If changes are made to the plan it must be opened and amended. The process of 9-1-1 plan opening and amending, while well-reasoned, is time-consuming and can be costly to counties. As a result, plans are updated intermittently and often include only the amendments relating to the particular matter for which the plan was opened (i.e., inclusion of wireless 9-1-1 service into the plan). This means that often no further housekeeping on plans is performed, thereby resulting in 9-1-1 plans that still have equipment, processes, and other considerations in the plan that are no longer in place.

The utilization of administrative findings to amend 9-1-1 service plans by resolution of county commissions could help to relieve the cumbersome process of full 9-1-1 plan openings. Administrative findings would be addendums to the 9-1-1 service plan and be conducted in a manner that maintains public action by commissioners. Administrative findings would apply only to pre-identified (dynamic) components of the 9-1-1 service plan.

The ETSC recognizes that the following recommendation will require the development of a model 9-1-1 service plan for counties and, with continued funding of the State 9-1-1 Office as outlined in the Tier One funding mechanism on pages 3 - 4 of this report, will be prepared to provide assistance to counties for support in implementing a new plan system.

ETSC Legislative Recommendation on Administrative Findings for Limited Changes to 9-1-1 Service Plans:

Limited changes to county 9-1-1 service plans can be made through administrative findings:

- 1) Administrative findings be recognized as addendums to county 9-1-1 plans:
 - a. Made by resolution of county commission
 - b. Essential elements of the service plan would be subject to change through administrative findings
- 2) Administrative findings would include:
 - a. Changes in PSAP premise equipment such as:
 - i. Computer Aided Dispatch (CAD) systems
 - ii. Call processing equipment
 - iii. Computer mapping
 - b. Changes in public safety departments, including:
 - i. Law enforcement agencies
 - ii. Fire departments
 - iii. Emergency medical services
 - c. Changes in the amount of any 9-1-1 surcharges collected by the county

⁹ MCL 484.1303 (2) (a) - (d) lists further detail on the technical, operational, managerial, and fiscal considerations of county 9-1-1 service plans.

Policy F: Wireless 9-1-1 Location Accuracy PSAP Policy

It is the recommendation of the ETSC that Michigan's Wireless PSAPs develop internal policies and operational procedures to oversee the accuracy of wireless 9-1-1 location data.

Recognizing that each PSAP has varied operational procedures and levels of resources, it is strongly urged that PSAPs develop an internal policy within the framework of the individual PSAP to verify Phase II wireless 9-1-1 ALI information.

Inconsistencies in wireless 9-1-1 locations should be reported in writing to the proper wireless providers. Unresolved accuracy issues should be referred to the State 9-1-1 Administrator.

Emergency Telephone Service Committee
2007 Report to the Michigan Legislature
ACRONYMS/DEFINITIONS

- 9-1-1** A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.
- 9-1-1 Network** – Literally, the dedicated circuits, and switching components used to transport voice from the originating central office, PBX, or other equivalent point to the 9-1-1 controller unit at the PSAP.
- 9-1-1 Service** – The delivery of 9-1-1 dialed calls from the originating switch to the PSAP call taker, with associated delivery of ANI and ALI data.
- 9-1-1 System** – The set of network, database and CPE components required to provide 9-1-1 service.
- ALI** **Automatic Location Identification** – The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.
- ANI** **Automatic Number Identification** – Telephone number associated with the access line from which a call originates.
- Analog** – As applied to 9-1-1, call transport using signaling involving a physical change, such as voltage or frequency. Analog trunking using multi-frequency tones (MF).
- APCO** **Association of Public Safety Communications Officials** – The Association of Public Safety Communications Officials – International, Inc. is a not-for-profit professional organization dedicated to the enhancement of public safety communications. APCO exists to serve the people who manage, operate, maintain and supply the communications systems.
- AR** **Alternate Routing** – A standard feature provided to allow E9-1-1 calls to be routed to a designated alternate location if **(1)** all E9-1-1 exchange lines to the primary PSAP are busy, or **(2)** the primary PSAP is closed down for a period of time (night service).
- ACN** **Automatic Collision Notification** – A service provided by vendors such as OnStar and ATX that allows sensors in vehicles to automatically initiate a call to a central answering point upon specific levels of vehicle impact, air bag deployment, etc.
- Basic 9-1-1** – An emergency telephone system, which automatically connects 9-1-1 callers to a designated answering point. Call routing is determined by originating central office only. Basic 9-1-1 may or may not support ANI and/or ALI.
- CAS** **Call Associated Signaling**
- CTIA** **Cellular Telecommunications and Internet Association** – The Cellular Telecommunications and Internet Association is the international organization that represents all elements of wireless communication – cellular, personal communication services, enhanced specialized mobile radio, and mobile satellite services – serving the interests of service providers, manufacturers, and others.
- CMRS** **Commercial Mobile Radio Service** – Includes all of the following:
- 1) A wireless 2-way communication device, including a radio telephone used in cellular telephone service or personal communication service.
 - 2) A functional equivalent of a radio telephone communications line used in cellular telephone service or personal communication service.
 - 3) A network radio access line.

CMRS Connection – Each number assigned to a CMRS customer.

Company Identifier (Company ID) – A 3 to 5 character identifier chosen by the Local Exchange Carrier that distinguishes the entity providing dial tone to the end user. The Company Identifier is maintained by NENA in a nationally accessible database.

Consolidated Dispatch – A countywide or regional emergency dispatch service that provides dispatch service for 75% or more of the law enforcement, fire fighting, emergency medical service, and other emergency service agencies within the geographical area of a 9-1-1 service district or serves 75% or more of the population within a 9-1-1 service district.

Data Base – An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes. In 9-1-1, such databases include master street address guide (MSAG), telephone number/emergency service number (ESN), and telephone customer records.

Database Service Provider – A service supplier who maintains and supplies or contracts to maintain and supply an ALI database or a MSAG.

Dedicated Trunk – A telephone circuit used for a single purpose such as transmission of 9-1-1 calls.

DR Default Routing – The capability to route a 9-1-1 call to a designated (default) PSAP when the incoming 9-1-1 call cannot be selectively routed due to an ANI failure or other cause.

EMS Emergency Medical Service – The emergency medical response group established under the Emergency Medical Systems Act of 1972.

ESN Emergency Service Number – A number defining the primary PSAP and up to 5 secondary PSAPs serving a particular telephone number. It is used in conjunction with the selective routing feature of E9-1-1 service.

ESZ Emergency Service Zone – The designation assigned by a county to each street name and address range that identifies which emergency response service is responsible for responding to an exchange access facility's premises.

Emergency Telephone Charge – Emergency telephone operation charge and emergency telephone technical charge.

Emergency Telephone District – The area in which 9-1-1 service is provided or is planned to be provided to service users under a 9-1-1 system implemented under this act. Also referred to as "9-1-1 service district."

Emergency Telephone District Board – The governing body created by the board of commissioners of the county or counties with authority over an emergency telephone district.

Emergency Telephone Operation Charge – A charge for non network technical equipment and other costs directly related to the dispatch facility and the operation of 1 or more PSAPs including, but not limited to, the costs of dispatch personnel and radio equipment necessary to provide 2-way communication between PSAPs and a public safety agency. Emergency telephone operation charge does not include non-PSAP related costs such as response vehicles and other personnel.

ETSC Emergency Telephone Service Committee – A committee created within the department of state police to develop statewide standards and model system considerations and make other recommendations for emergency telephone services.

Emergency Telephone Technical Charge – A charge for the network start-up costs, customer notification costs, billing costs including an allowance for uncollectibles for technical and operation charges, and network nonrecurring and recurring installation, maintenance, service, and equipment charges of a service supplier providing 9-1-1 service under this act.

- E9-1-1 Enhanced 9-1-1** – An emergency telephone system which includes network switching, database and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, ANI and ALI.
- Final 9-1-1 Service Plan** – A tentative 9-1-1 service plan that has been modified only to reflect necessary changes resulting from any exclusions of public agencies from the 9-1-1 service district of the tentative 9-1-1 service plan under section 306 and any failure of public safety agencies to be designated as PSAPs or secondary PSAPs under section 307.
- HCAS Hybrid CAS** – a combination of CAS (Call Associated Signaling) and NCAS (Non Call Associated Signaling).
- Hypertext Link** – A way to connect two Internet resources via a simple word or phrase on which a user can click to start the connection, and easily access cross-references.
- ISDN Integrated Services Digital Network** – A digital interface providing multiple channels for simultaneous functions between the network and CPE.
- Internet Protocol Telephony** – Blending of voice, data, and video using Internet Protocol for each, across the Internet or other existing IP-based LANs and WANs, effectively collapsing three previously separate networks into one.
- LEC Local Exchange Carrier** – A Telecommunications Carrier (TC) under the state/local Public Utilities Act that provide local exchange telecommunications services. Also known as Incumbent Local Exchange Carriers (ILECs), Alternate Local Exchange Carriers (ALECs), Competitive Local Exchange Carriers (CLECs), Competitive Access Providers (CAPs), and Local Service Providers (LSPs)
- LNP Local Number Portability** – A process by which a telephone number may be reassigned from one Local Exchange Carrier to another.
- MSAG Master Street Address Guide** – A perpetual database that contains information continuously provided by a service district that defines the geographic area of the service district and includes an alphabetical list of street names, the range of address numbers on each street, the names of each community in the service district, the emergency service zone of each service user, and the primary service answering point identification codes.
- NASNA National Association of State Nine One One Administrators** – The National Association of State Nine One One Administrators is a not-for-profit corporation of full time state 9-1-1 coordinators whose primary responsibility is to administer 9-1-1 programs in their respective states. NASNA members review public policy issues, federal regulations, technology issues and funding mechanisms that impact 9-1-1 delivery.
- NENA National Emergency Number Association** – The National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of “One Nation—One Number.” NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.
- NCAS Non Call Associated Signaling**
- PBX Private Branch Exchange** – A smaller version of the phone company central switching office, usually privately owned by a non-telephone business. A PBX connects to the larger telephone network for external call handling, and usually requires dialing an access digit such as 9 or 8 to make an external call.
- Phase I Wireless E9-1-1 Service** – dispatch center receives call back number of the wireless phone used to dial 9-1-1 and the location of the cell site used to handle the call.
- Phase II Wireless E9-1-1 Service** – dispatch center receives specific location information of the wireless caller dialing 9-1-1, within parameters set by the Federal Communications Commission.
- Primary PSAP** – A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office. (See PSAP below.)

Public Safety Agency – An entity that provides fire fighting, law enforcement, emergency medical, or other emergency service.

PSAP Public Safety Answering Point – A facility equipped and staffed to receive 9-1-1 calls. A Primary PSAP receives the calls directly. If the call is relayed or transferred, the next receiving PSAP is designated a Secondary PSAP.

Redundancy – Duplication of components, running in parallel, to increase reliability.

Relay Method – A PSAP notes pertinent information and relays it by telephone, radio, or private line to the appropriate public safety agency or other provider of emergency services that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

Secondary PSAP Answering Point – A communications facility of a public safety agency or private safety entity that receives 9-1-1 calls by the transfer method only and generally serves as a centralized location for a particular type of emergency call.

SR Selective Routing – The routing of a 9-1-1 call to the proper PSAP based upon the location of the caller.

Service Provider – An entity providing one or more of the following 9-1-1 elements: network, CPE, or database service.

Service Supplier – A person providing a telephone service or a CMRS to a service user in this state.

Service User – An exchange access facility or CMRS service customer of a service supplier within a 9-1-1 system.

SS7 CCS7 Signaling System 7 (SS7)/Common Channel Signaling (CCS7) – An inter-office signaling network separate from the voice path network, utilizing high-speed data transmission to accomplish call processing. (The Public Switched Telephone Network is in the process of upgrading from MF Signaling to SS7.)

Switch – Telephone company facility where subscriber lines or interswitch trunks are joined to switching equipment for connecting subscribers to each other, locally or long distance.

Tariff – The rate approved by the Public Service Commission for 9-1-1 service provided by a particular service supplier. Tariff does not include a rate of a commercial mobile radio service by a particular supplier.

Telecommunicator – As used in 9-1-1, a person who is trained and employed in public safety telecommunications. The term applies to call takers, dispatchers, radio operators, data terminal operators or any combination of such functions in a PSAP.

Tentative 9-1-1 Service Plan – A plan prepared by 1 or more counties for implementing a 9-1-1 system in a specified 9-1-1 service district.

Transfer Method – A PSAP transfer the 9-1-1 call directly to the appropriate public safety agency or other provider of emergency service that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

Trunk – Typically, a communication path between central office switches, or between the 9-1-1 Control Office and the PSAP.

Universal Emergency Number Service – Public telephone service that provides service users with the ability to reach a public safety answering point by dialing the digits “9-1-1.” Also referred to as “9-1-1 Service.”

Universal Emergency Number Service System – A system for providing 9-1-1 service under P.A. 80 of 1999. Also referred to as “9-1-1 System.”

Voice over Internet Protocol (VoIP) – A phone call that is transmitted over a data network.

Wireless – A phone system that operates locally without wires, using radio links for call transport.

Wireless Emergency Service Order – The order of the Federal Communications Commission. FCC docket No. 94-102, adopted June 12, 1996, with an effective date of October 1, 1996.

Wireless Phase I – Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with callback number and identification of the cell-sector from which the call originated. Call routing is determined by cell-sector. (Target date April 1998.)

Wireless Phase II – Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with Phase I requirements plus location of the caller within 100 meters 67% of the time for network-based caller location systems and within 50 meters 67% of the time for handset-based location systems. (Target start date October 2001.)

Wireless Telecommunications – The family of Telecommunications services under the heading of Commercial Mobile Radio Service. Includes Cellular, Personal Communications Services (PCS), Mobile Satellite Services (MSS) and Enhanced Specialized Mobile Radio (ESMR).

Wireline – The transmission of speech or data using wired connections.

**Emergency Telephone Service Committee
2007 Report to the Michigan Legislature
VoIP ACRONYMS/DEFINITIONS**

ALI	Automatic location identifier: A database that relates a specific telephone number (TN) to an address. This database accepts a PSAP query with a TN and responds with an address. In the case of ESQK, the ALI database steers the query to the appropriate VPC and steers the response base to the PSAP. An ALI is typically owned by a LEC or a PSAP.
ANI	Automatic Number identification: Telephone number associated with the access line from which a call originates.
CBN	Callback Number: The VoIP subscriber's telephone number.
CRN	Contingency routing number: A 10-digit, 7x24 PSAP emergency telephone number. Used for fallback routing if a call cannot be routed through the selective router to the PSAP.
ESGW	Emergency services gateway: A component, residing in the VoIP service provider's network, responsible for integrating the SIP network with the emergency services network and routing 9-1-1 calls to the appropriate selective router, based on the ESRN/ESQK it receives from the regional call server on the 9-1-1 call server.
ESME	Emergency services message entity: The ESME routes and processes the out-of-band messages related to emergency calls. This functionality is sometimes incorporated into the ALI database engine of a selective router.
ESNE	Emergency Services network entity: The ESNE routes and processes the voice band portion of the emergency call. The ESNE is composed of selective routers, which are also known as routing, bridging and transfer switches.
ESQK	Emergency Services query key: A digit string that uniquely identifies an ongoing emergency services call and is used to correlate the emergency services call with the associated data messages. It may also identify an emergency services zone and may be used to route the call through the network. Similar to an ESRK in wireless E9-1-1 networks.
ESRN	Emergency Services routing number: A 10-digit number that specifies the selective router to be used to route a call.
ESZ	Emergency Services Zone: An ESZ is a range of addresses all of which are served by the same emergency-service responders.
First Responder	Police, fire or medial resource who is dispatched to handle 9-1-1 calls and deliver emergency services.
I2	NENA defined VoIP solution. I2 routes VoIP calls into the current E9-1-1 systems and to the correct PSAP with correct ANI and ALI. I2 accommodates both stationary and nomadic users and provides MSAG valid location information and provides a method for nomadic user location either through an automated process or user input via a service prompted web based form or equivalent. Intended migratory path from i1.
I3	NENA defined VoIP phase E9-1-1 solution. Also referred to as Long Term, Next Generation 9-1-1. Enables end to end IP based E9-1-1 design, supporting VoIP originated call delivery and the transition of current wireline and wireless service providers to IP interface technology. Support IP mobility users, and all capabilities of I2. Utilizes extended capabilities of IP to provide location and other information with the call, as well as other sub-sets of relevant.

Lat/Lon	Latitude and Longitude: Latitude and Longitude are a coordinate system by means of which the position or location of any place on the earth's surface can be described. Also known as x,y.
LEC	A Telecommunications Carrier (TC) under the state/local Public Utilities Act that provide local exchange telecommunications services. Also known as incumbent Local Exchange Carriers (ILECs), Alternate Local Exchange Carriers (ALECs), Competitive Local Exchange Carriers (CLECs), Competitive Access Providers (CAPs), Certified Local Exchange Carriers (CLECs), and Local Service Providers (LSPs).
LRO	Last routing option: Routing information sent by the VPC that provides a "last chance" destination for a call, for example the CRN or a routing number associated with a national call center.
Mobile Subscriber	A subscriber who uses a wireless device that can be in motion during the call. Wireless Fidelity (WiFi) VoIP is expected to eventually allow the end user to take a home-based telephony connection and roam within an interconnected wireless network, much as cellular technologies allow today.
MSAG	Master Street Address Guide: An MSAG ledger is used by a municipality to assign a particular police, fire or rescue agency to a given street and number range.
Nomadic Subscriber	A subscriber who uses a device that is static during a call but does not have a static IP address assigned to it. Nomadic subscribers use Internet Service Provider (ISP) VoIP, which allows the end user to establish a telecommunications connection wherever he or she can obtain an Internet-based connection to her ISP provider.
PSAP	Public Safety Answering Point: A PSAP is the end point of an emergency services call. PSAPs are responsible for answering emergency services call (as defined in TIA J-STD-036)
PSTN	Public switched telephone network: The international telephone system based on copper wires carrying analog voice data.
SIP	Session Initiation Protocol: SIP is the IP-based protocol defined in IETF RFCs 3261 and 2543. SIP is one of the two dominant messaging protocols used by the VoIP industry.
Selective Router	The node in the emergency services network that performs enhances call routing for 9-1-1 calls. Usually operated by the LEC.
Static Subscriber	A subscriber who uses a device that is static during a call and has a static IP address assigned to it. Static subscribers use cable and DSL VoIP, often deployed in static configurations in which the end user stays at a fixed location and uses the standard North American Numbering Plan. Examples of this service include residential landline replacements using cable or DSL connections.
(911) System Service Provider	The entity that manages, maintains and provides various 9-1-1 elements such as ALI database, MSAG to Public Safety Answering Points. This function is often performed by the LEC.
V-E2	An extension to the E2 ALI interface (specified in TIA J-STD-036). V-E2 is defined by the NENA VoIP Location Working Group. V-E2 provides support for a "VoIP" class-of-service indicator in the response message from the VPC to the ALI.

VoIP	Voice Over Internet Protocol: VoIP is a system for providing telephone service over the internet.
VoIP Provider	A generic term to describe a company that provides VoIP call services. Some VoIP providers provide direct service to the consumer (VoIP service providers). Others provide backbone and PSTN access services (VoIP carriers). Still others provide ESGW (ESGW operators). Some VoIP providers provide more than one of these Services
VPC	VoIP positioning center: The application that determines the appropriate PSAP, based on the VoIP subscriber's position, returns associated routing instructions to the VoIP network, and provides the caller's location and the callback number to the PSAP through the ALI.

Michigan Guide for VoIP Deployment
12-14-05

- 1) A county has option to use wireless ESN, or VoIP ESN, or Existing landline ESNs for its VoIP call boundary-routing:
 - a. The VoIP implementation will be determined on a county-wide (or Wayne County Service District) basis. What method determined will be used by all the PSAPs in a county or Wayne County Service District.
 - b. Each county should advise the State-wide 9-1-1 Administrator's Office of the boundary/routing-ESN method selected and update the State 9-1-1 Administrator of any changes.
 - c. If existing landline ESNs are used the submission of shape files is required.
 - d. In the event that existing landline ESNs are utilized, accurate ELT information for those ESNs will be provided, including emergency responder information.
 - e. On the basis of available technology, if a county uses a wireless or single landline VoIP ESN for initial deployment, that county may reserve the right to switch within a 24-month period to the use of existing landline ESNs at no cost to the county.
 - f. If shape files are provided, the VoIP provider will:
 - i. Be responsible for any costs related to the maintenance of those files
 - ii. Be responsible for a system of updates to those files
 - iii. Enter into NDA agreements as needed by the local units of governments to protect proprietary information
 - iv. Continue to use the existing landline MSAG for address verification
- 2) 9-1-1 delivered through the native 9-1-1 network for all PSAPs – PSAPs are not required to make upgrades to their existing systems, this includes CPE, trunks from the router to the PSAPs, and computer aided dispatch systems (CAD).
- 3) MSAG validation for VoIP 9-1-1 is required. Address verification of the VPC will include the use of the Master Street Address Guide (MSAG) as developed and maintained by the PSAP for which the calls are being routed to.
- 4) Deployment testing schedule. A schedule for testing each PSAP within a county will be coordinated between the VoIP provider (or their VPC) and the county 9-1-1 coordinator or designee.
- 5) Trouble reporting system must be put in place prior to deployment
 - a. Single point of contact for each VPC provider serving VoIP providers is to be provided to the PSAP and the State 9-1-1 Office.
 - b. Network operations center (NOC) 24x7 number provided to PSAPs
 - c. The trouble reporting system must contain clear and succinct instructions for PSAP personnel.
 - d. Corrections and updates to the MSAG and customer are done in compliance with the Michigan statute under MCL 484.1316 (corrections within one business day).

**Emergency Telephone Service Committee
BYLAWS**
Adopted 6/26/2007

1. The members entitled to vote on Committee business are the members designated in Section 713(1) of Public Act 79 of 1999 (hereafter 'the Act') or their designated representatives who shall be named in a letter from the member to the Chair of the Committee except that a member appointed under Section 713(1)(i) of the Act may not delegate his or her vote to any other person. A member appointed under Sec. 713(1)(i) may serve until replaced by his/her appointing authority.
2. The Committee shall elect one of its members to serve as chairperson and one as vice chairperson and both shall serve for a term of one year. The vice-chairperson shall be the presiding officer in the absence of the chairperson.
3. A quorum for the conduct of Committee business shall be a majority of the members designated and serving on the Committee.
4. A majority for adopting any action (except bylaws) by the Committee shall be a majority of the members present when an action is proposed and a quorum is present.
5. The rules of procedure for the Committee and any subcommittees shall be Roberts Rules of Order unless superseded by these bylaws.
6. Executive Committee. An Executive Committee of the ETSC is established for the purpose of the interpreting existing ETSC policy when it is not practical or timely to call the ETSC to order.
 - 6a. The proposed Executive Committee will not set ETSC policy, nor will it interpret the law.
 - 6b. The members of the Executive Committee shall be the following members of the ETSC:

The Director of the Department of State Police or his or her designated representative.
The President of the Michigan Sheriffs' Association or his or her designated representative.
The President of the Michigan Fire Chiefs Association or his or her designated representative.
The Executive Director of the Michigan Association of Ambulance Services or his or her designated representative.
The President of the Michigan Communications Directors Association or his or her designated representative.
The President of the Telecommunications Association of Michigan or his or her designated representative.
The representative of the Commercial Mobile Radio Service, as specified in MCL 484.1713(1)(s).
The current Chair of the ETSC, if that individual is not the representative of one of the above organizations.
The current Vice Chair of the ETSC, if that individual is not the representative of one of the above organizations.
 - 6c. Chair of the ETSC will serve as the Chair of the Executive Committee.
7. Subcommittees:
 - 7a. The chairperson of the Committee, with approval of the Committee, may establish subcommittees as needed and designate the subcommittee chair.
 - 7b. The Chairperson of a subcommittee must be a member of the Committee.

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- 7c. The Chairperson of the subcommittee, with the concurrence of the chairperson of the Committee, shall designate members serving on the subcommittee. Other than the Chairperson, members of a subcommittee need not be Committee members. Individuals interested in serving on the subcommittee must submit a written request to the Chairperson of the subcommittee expressing such interest and stating any pertinent affiliations.
 - 7d. Only duly designated members of a subcommittee may vote on issues before the subcommittee. The State E9-1-1 Coordinator is a non-voting member of all subcommittees of the Emergency Telephone Service Committee.
 - 7e. A quorum must be present to hold an official meeting. A quorum shall consist of a simple majority of the designated members of the subcommittee.
 - 7f. The subcommittee chair shall issue meeting minutes for each subcommittee meeting held, and shall forward such minutes, no later than 14 business days prior to the next scheduled Committee meeting, to the Committee Chair for distribution to the Committee.
 - 7g. A member of a subcommittee may be removed if more than two subcommittee meetings are missed without prior written notice to the chairperson of the subcommittee.
 - 7h. Membership of each subcommittee shall be reviewed annually by the Chair of the Committee and the chair of the subcommittee.
 - 7i. A subcommittee shall make a report/recommendation to the Committee after the matter has passed with a majority vote of the subcommittee. The subcommittee chair, or the chair's designee, shall present the report/recommendation at the next scheduled Committee meeting or a special meeting duly called by the Committee Chair.
 - 7j. A minority of the subcommittee can make a report/recommendation to the Committee after the subcommittee makes its report/recommendation to the Committee, but it cannot be acted on unless a Committee member makes a motion and gains support to substitute it for the report/recommendation of the subcommittee.

The agenda for each Committee meeting shall include a period when any member of the public may address the Committee, subject to relevancy and reasonable time limits.

Staff and administrative support for the Committee shall be coordinated by the Michigan State Police representative on the Committee, at the direction of the Chairperson and the Committee.

Any writing prepared, owned, used, in the possession of, or retained by the Committee shall be made available to the public in accord with the Freedom of Information Act (Act No. 442 of the Public Acts of 1976), unless specifically exempted by law.

Business of the Committee and any subcommittees shall be in compliance with the Open Meetings Act (Act No. 267 of the Public Acts of 1976).

The Chairperson of the Committee shall report two consecutive absences of any member and/or designated member to the appointing authority.

The bylaws may be amended by a majority of the members designated and serving on the Committee. Any proposed changes in the bylaws shall be presented to the committee of the whole at least 30 days prior to voting.